

The Jackson Clinic improved care for 5,358 ACO REACH patients and earned a 21x ROI with prospective HCC coding

Client overview

The Jackson Clinic, an independent multispecialty outpatient group practice **celebrating 75 years in Tennessee with more than 120 physicians in 25 medical and surgical specialties, is participating in ACO REACH with 5,358 attributed lives risk-adjusted under the CMS-HCC V28 model.**

Challenge

Before IKS Health, The Jackson Clinic completed prospective chart reviews for its ACO REACH population using three in-house physicians. As the program grew, they faced the following changes:

- Internal reviewers were expensive to sustain and difficult to scale as the ACO population grew
- Maintaining coding knowledge aligned to annual changes and regulation
- Inter-coder variation reduced program quality and increased provider abrasion

IKS Health solution

IKS Health deployed its physician-led prospective clinical chart review service across the ACO REACH roster, with a 24-month lookback on every chart. Because the reviews were completed by IKS physicians with a clinical perspective, Jackson Clinic clinicians received clinically sound, well-evidenced suggestions they could trust and act on with high signal-to-noise ratio. The charts were prepared ahead of each scheduled clinic visit, and recommendations were surfaced to Jackson Clinic clinicians through the workflow they were already accustomed to review and close coding gaps. Integrating with their existing CDI workflow, IKS delivered:



Net-new HCC suspecting with clinical evidence surfaced ahead of each scheduled visit



Validation of prior-year priorities, confirming whether previously documented conditions were still active and supportable



Frailty code capture across the 18 frailty codes relevant to the REACH population



Suppression where a diagnosis had resolved or needed clarification for accuracy

A full year of measurable impact

+0.38

RAF improvement in patients with new HCCs under v28

\$3.54M

in shared savings opportunity created through benchmark elevation

72%

clinicians acceptance rate through physician coders with clinical perspectives driving a high signal-to-noise ratio

21x

net ROI on total program spend for the 2025 measurement year

Operational impact for the care team

The clearest signal of program health came from The Jackson Clinic's own clinicians, who score every IKS Health recommendation through monthly feedback. We delivered a 72% acceptance rate over a twelve-month period. Two things drove that number:

High suspect quality and low provider abrasion with IKS physician reviewers

Custom output format seamlessly integrated into the existing CDI workflow without additional client effort



IKS Health's physician reviewers give our clinicians recommendations they can trust. The acceptance rates speak for themselves, and the program has paid for itself 21 times over while fitting seamlessly into how our clinicians already work.

–Sarah Johnson, Chief Operating Officer, The Jackson Clinic

To know more about IKS Health IKS Health Value-Based Care solution, contact us at info@ikshealth.com.

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