

# TESSELLATE™

Driven by Data. Inspired by Outcomes.

## Provider Engagement Coordination Program

Today, health plans and providers must meet rigorous documentation requirements. To help you meet these requirements, Tessellate offers the Provider Engagement Coordination (PEC) Program, an innovative solution that is the most comprehensive prospective risk adjustment service offering in the industry. Our Program focuses on assisting your providers with complete and compliant documentation in order to improve member risk score accuracy, Star ratings, and quality of care. We coordinate all activities related to Medicare Advantage risk adjusted revenue and Star measures that can be impacted by the provider in the office during a face-to-face patient visit.



The PEC program is provider-centric and non-abrasive. Our in-market Provider Engagement Coordinators (PECs) work directly with your provider practices, to assist with improvement of medical record documentation and accuracy of member risk scores. Our Medical Directors work with your providers to deliver education that is focused on medical record documentation requirements and peer-to-peer collaboration. Our Clinical Documentation Improvement (CDI) Alert Process promotes accurate and complete documentation of members' conditions.

### Provider Engagement Coordinators work directly with provider offices to:

- ▶ Increase accuracy of medical record documentation to both supplement patient encounters and address coding guideline compliance
- ▶ Facilitate accurate diagnosis and management of member conditions in the Medicare Advantage population
- ▶ Review the physician's capture and documentation of patients' chronic conditions in compliance with CMS documentation guidelines
- ▶ Address HEDIS measures impacting Star ratings at the point of encounter

### Solution Benefits:

- ▶ Provider-centric prospective program
- ▶ Improves risk score accuracy
- ▶ Improves clinical Star measures
- ▶ 1-3-month implementation timeline
- ▶ In-market resources
- ▶ Improved Member Renewal/Retention Rate
- ▶ Improved Medical Loss Ratio

The PEC program features physician-led provider education, physician reviewer and certified coder teams, and technology-enabled record reviews to identify documentation opportunities. We emphasize repeated contact with the provider and staff to reinforce educational topics and assist with adoption of high-performance strategies into the regular daily workflow.

### Clinical Documentation Improvement (CDI) Alert

This proprietary process ensures that all members' conditions are documented appropriately. CDI alerts are populated based on physician and coder medical record reviews and also includes prior diagnosis information to facilitate examination or assessment of prior chronic conditions and identification of quality measure gap closure opportunities to improve HEDIS measures and Star measure ratings. CDI Alerts facilitate the accurate representation of a patient's clinical status that translates into coded data by our AHIMA and AAPC-certified coders.

## Why Tessellate?

At Tessellate, our goal is to help you succeed. We are a leader in the health care industry offering proven solutions to health plans and providers that demonstrate improved Risk Score accuracy, reduced RADV audit risk and increased Star Ratings. Regardless if you are new to Medicare Advantage or simply want to improve upon your current success, we will collaborate with you to offer technology-enabled, multiple-point services, designed to achieve your goals. Our end-to-end Risk Adjustment and Quality programs bring together every piece of the puzzle to form seamless strategies that will improve revenue integrity and lower your administrative costs. These solutions are provider-centric, less abrasive and quickly implemented. With a client-first commitment, Tessellate has an established track record of delivering value and quality, and we are proud to offer our innovative and comprehensive portfolio of services:

- ▶ Comprehensive Medicare Advantage Risk Adjustment and Quality Program
- ▶ Prospective Provider Engagement Coordination Program
- ▶ Retrospective Chart Retrieval and Review
- ▶ Medicare Advantage Risk Adjustment Program
- ▶ Medicare Advantage Quality Improvement Program
- ▶ RAPS and EDPS Submissions
- ▶ In-Home Assessments
- ▶ Enabling Technology Platform (health plan and provider)

## Tessellate by the numbers:

- ▶ Serves more than 1 million Medicare Advantage and Commercial members
- ▶ Operates in over 20 states and Puerto Rico
- ▶ Manages over \$5 billion in risk adjustment related revenue
- ▶ Delivers over \$300 million in quality related bonus revenue
- ▶ Achieved 4-Star rating for a National PPO plan year-over-year for the past four years

# TESSELLATE™

### To learn more about Tessellate:

 804.977.0500

 sales@tessellate.com

 tessellate.com