

HCC Gaps Discussion

**3:00 pm ET
January 18, 2023**

Agenda.....

1. Welcomes and housekeeping
2. Brief presentations HCC Gaps
3. Open forum and discussion

Ground Rules and Expectations



1. Today's discussion is scheduled for an hour
2. What to expect
 - Our goal is for NAACOS members to share, answer questions and raise points of interest in a collaborative discussion.
 - Feel free to turn your video on and speak up when you feel the need. Please mute yourself when not talking.
3. Today's program is being recorded.

Introductions.....



Melody Danko-Holsomback
Vice President of Education
NAACOS



Harry Reese
Chief Financial Officer



Cale Browning
Director, Clinical Documentation
Excellence & Risk Adjustment



Ochsner Health Network

Clinical Documentation Excellence

How OHN Addresses HCC Gaps and Clinical Documentation

Ochsner Health Network CDE

Overview

- Department Structure
 - Leadership – Medical Director, Director, Program Manager, Manager
 - Team – 10 RN Clinical Documentation Specialist, 1 Medical Coder
- Areas of Support
 - Primary Care
 - Ochsner ACO (OACN)
 - Specialties (8)
 - Partners
- High Level Focuses
 - Complete & accurate clinical documentation
 - NOT HCC capture
 - Education of tools, dashboards, and documentation best practices
 - Chart reviews
 - Epic Quick Tips
 - KPIs

Key Strategies

- CDE Focused Review & Education Program
 - All PCPs into Bi-Annual Refresh Phase by year end 2023
- Implementation of SPEED Program
- Expand Specialty support
 - Potential specialty dedicated nurses
 - Hem/Onc, Cards, Neuro
- OACN (ACO) & Partner/Community Collaboration
 - Qtrly Resident education
 - Individualized education plan
 - Access to CDE Data and Dashboards
- Enhancement of BPA Suspecting Logic
 - Build out SmartLink elements
- Develop & Implement robust Auditing program
 - Every provider, every year clinical and coding audit
- Redesign CDE Nurse Work Queue Stratification



Why is CDE important?

- Improves patient outcomes due to informed decision-making
- Protects against potential OIG/CMS audits
- Establishes the premium for risk-based Medicare Advantage products
 - Humana MA
 - Ochsner Health Plan
 - People's Health (PHN)
 - Blue Advantage
- Adjusts the MSSP shared savings benchmarks
- Factors into shared savings/risk for certain commercial contracts
 - United Health
 - Blue Cross Gainshare



Focused CDE Review & Education Program

Session Specifics

- Introductory call
 - 10-20 charts pre-review
 - Initial education plan of opportunities
- Focus Sessions
 - 4+ Sessions
 - Real-time feedback on patients seen to ensure supporting MEAT criteria meet
 - Ensure utilization of provided tools
- 1st Follow Up
 - 90 days after completion of Focus Session
 - 2 Sessions
 - 5-10 chart reviews since last session with feedback based on plan.
- 2nd Follow Up
 - 90 days after completion of 1st Follow Up
 - 1 Session
 - 5-10 chart reviews
 - Any necessary revisions to education plan
 - Provide CDE Provider Scorecard
- Bi-Annual Refresh/Review

Index – Provider groups will be prioritized based on:

- Value-based panel size
- HCCs per patient
- HCC Reconciliation Rate
- BPA Action Rate

Education – The program consists of education based on the following points of interest:

- Provider Tools – BDGD, BPA, HCC Recapture Dashboard
- Code / Requirements updates in accordance with CMS Guidelines
- Epic updates / best practices
- Opportunity trends based on advanced analytics
- Best documentation tips and practices based on pre-chart and concurrent reviews

SPEED

Specialty Provider Evaluation, Education, & Development

- Introduce CDE Provider Efficiency Measure
- Quarterly Meeting with CDE MD Lead
 - Review chart reviews from CDE Nurse
 - Overview of CDE Provider Efficiency, BPA Action Rate, and Method of Capture
 - Importance of proper documentation
- Mid-Cycle CDE Nurse Touchbase
 - Occurs between CDE Lead Meetings
 - Update on KPIs
 - Sharing of Best Practices from navigation of Epic to BPA Location and Recognition
- Inclusion of Service Line APP Directors as Secondary Lead
- Dedicated CDE Nurses for high volume Service Lines
- CDE Lead FTE allocation



OHN CDE Metrics

HCC Recapture Rate

- Primary Care Exclusive
- PFA-based logic
- One way to close
 - Recapture Condition
- Accountable whether patient is seen or not
- Annual Measure
- Provider Facing Metric
- Included on OHN Scorecard

High Level

HCC Reconciliation Rate

- Primary Care Exclusive
- PFA-based logic
- 3 ways to close
 - Recapture Condition
 - Resolve in BPA
 - NA in BPA
- Accountable whether patient is seen or not
- Annual / Monthly Measure
- Provider Facing Metric
- NOT currently included on OHN Scorecard (in process)

Detailed

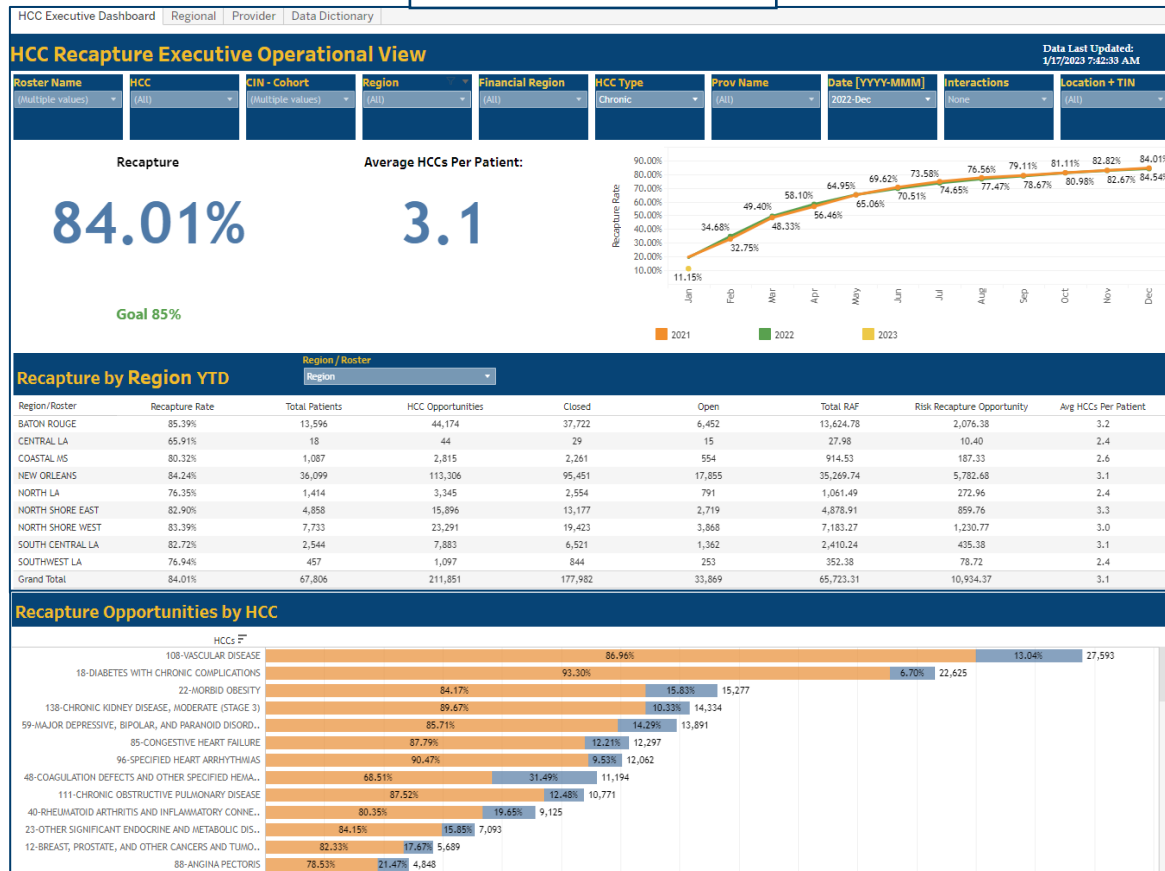
CDE Provider Efficiency

- NOT Primary Care Exclusive
- Encounter-based logic
- 3 ways to close
 - Recapture Condition
 - Resolve in BPA
 - NA in BPA
- Accountable for Chronic HCCs presented DURING that encounter, including:
 - Suspects
 - In-Basket Messages
- Annual / Monthly / Weekly / Single encounter breakdown
- Non-provider Facing Metric
- NOT currently included on OHN Scorecard

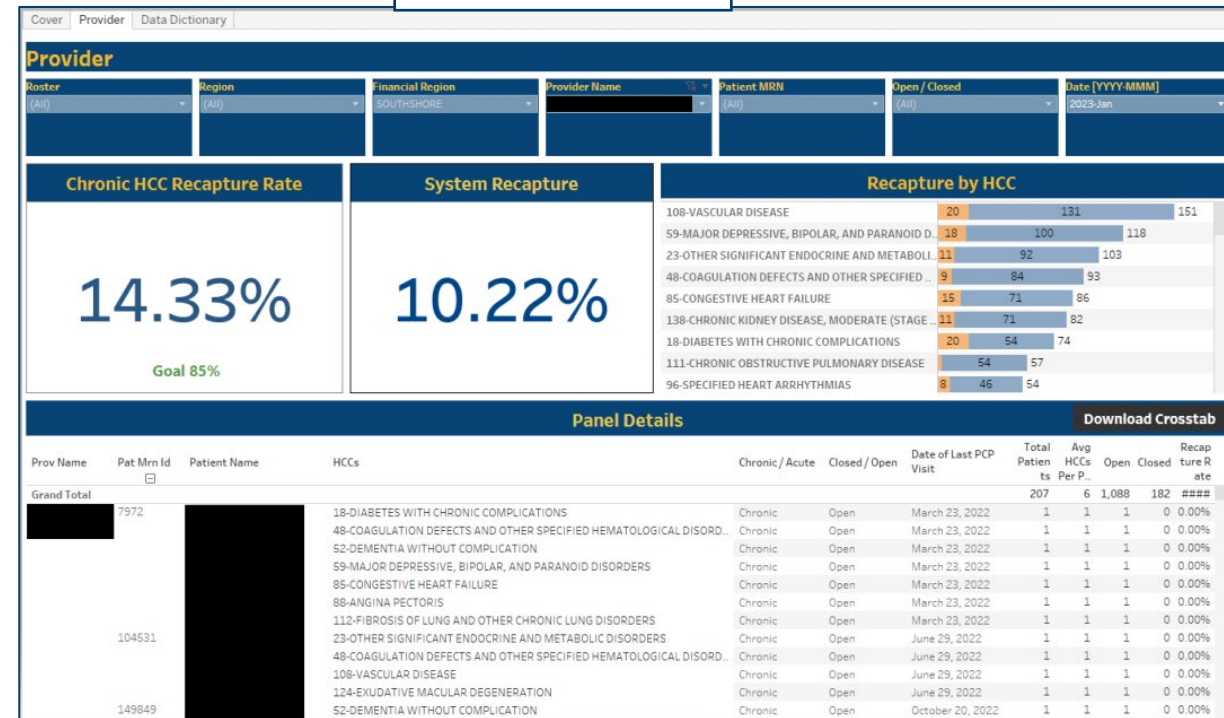
Granular

HCC Recapture Dashboards

Executive View



Provider View



CDE Epic Tools Dashboard

Summary | BPA | CDE | IB Charge Correction | NLP Coders | AWW | Reconciliation Rate | CDE Visit Efficiency | CDE Visit Efficiency Details | Data Dictionary

Clinical Documentation Excellence Epic Tools and Interventions

Ochsner Health Network

Start Date	End Date	Security Mode	Specialty	Region	Service Area	Location	Department	Provider	Category	Level of Servi...	AWV	Roster	Location+Tax ID
1/1/2022	12/31/2022	All Available	(All)	(All)	(All)	(All)	(All)	(All)	(All)	(All)	(All)	(All)	(All)

BPA Fired	BPA Action Rate	Added Visit Dx	Added PL Dx	Resolved PL Dx	Mark Dx NA	BPA Closed HCC	CDE Query Sent	Provider Reviewed Query	Provider Declined Query	CDE Query Accepted	Charge Correction Message	Accepted Charge Message	Charge Correction Message	Denied Charge Message	Deleted Charge Message	Expired Charge Message	NLP Count	NLP Confirm Rate	
575,713	17.58%	101,097	38,165	982	471	88,750	1,449	224	17	549	6,779	3,875	56.17%	2,845	50	0	9,908	2,172	21.92%

KPI By Specialty

Specialty	Count of Alerts	Added Visit Dx	Added PL Dx	Resolved PL Dx	Mark Dx NA	CDE Query Sent	Deleted Charge Correction Message	NLP Count	NLP Confirm Rate
Cardiology	22,022	941	365	7	0	8	4	744	19.35%
Endocrinology	3,720	188	85	2	0	0	0	154	25.32%
Gastroenterology	191	2	1	0	0	0	0	19	10.53%
Hematology and Oncology	52,719	2,890	1,054	21	45	197	9	2,370	20.97%
Nephrology	2,279	14	7	0	0	0	1	442	34.62%
Neurology	11,931	260	136	0	0	23	4	424	21.46%
Oncology	3,247	16	8	0	0	0	0	0	0
Primary Care	477,734	96,492	36,399	952	426	1,214	29	5,569	21.91%
Pulmonology	5,976	294	110	0	0	7	3	186	13.98%

Summary | BPA | CDE | IB Charge Correction | NLP Coders | AWW | Reconciliation Rate | CDE Visit Efficiency | CDE Visit Efficiency Details | Data Dictionary

HCC BPA Summary

Start Date	End Date	Security Mode	Specialty	Region	Service Area	Location	Department	Provider	Category Name	Level of Service...	AWV	Roster	Location+Tax ID
1/1/2022	12/31/2022	All Available	(All)	(All)	(All)	(All)	(All)	(All)	(All)	(All)	(All)	(All)	(All)

Gap Type	BPA Fired	BPA Action Rate	Added Visit Dx	Mark Dx NA	Resolved PL Dx	Count of Suspect HCC	Suspect Acceptance Rate
Refresh	515,282	17.68%	90,972	448	912	0	
Suspect	60,431	16.73%	10,125	23	70	66,067	13.74%
Grand Total	575,713	17.58%	101,097	471	982	66,067	13.74%

Top 10 Marked as Not Applicable

Category Name	Count of HCC
Coagulation Defects and Other Specified Hematological...	65
Morbid Obesity HCC_22	37
Vascular Disease HCC_108	35
Diabetes with Chronic Complications HCC_18	31
Rheumatoid Arthritis and Inflammatory Connective Tiss...	27
Congestive Heart Failure HCC_85	24
Chronic Kidney Disease, Moderate (Stage 3) HCC_138	24
Major Depressive, Bipolar, and Paranoid Disorders HCC...	22
Complications of Specified Implanted Device or Graft H...	18
Chronic Obstructive Pulmonary Disease HCC_111	17
Specified Heart Arrhythmias HCC_96	15
Other Significant Endocrine and Metabolic Disorders HCC...	15
Diabetes without Complication HCC_19	15

Top 10 Closed

Category Name	Count of HCC
Morbid Obesity HCC_22	13,018
Vascular Disease HCC_108	11,189
Major Depressive, Bipolar, and Paranoid Disorders HCC...	7,655
Chronic Kidney Disease, Moderate (Stage 3) HCC_138	7,005
Diabetes with Chronic Complications HCC_18	5,799
Coagulation Defects and Other Specified Hematological D...	5,547
Rheumatoid Arthritis and Inflammatory Connective Tissu...	4,304
Chronic Obstructive Pulmonary Disease HCC_111	4,015
Congestive Heart Failure HCC_85	3,876
Other Significant Endocrine and Metabolic Disorders HCC...	3,461

Top 10 Suspects

Category Name	Count of HCC	Suspect Acceptance Rate
Morbid Obesity HCC_22	26,445	16.49%
Chronic Kidney Disease, Moderate (Sta...	14,768	15.21%
Disorders of Immunity HCC_47	4,998	13.30%
Major Depressive, Bipolar, and Paranoi...	4,969	9.72%
Coagulation Defects and Other Specifie...	3,620	15.17%
Vascular Disease HCC_108	2,078	14.29%
Other Significant Endocrine and Metab...	1,537	13.73%
Chronic Obstructive Pulmonary Disease...	1,154	9.36%
Chronic Kidney Disease, Severe (Stage...	751	11.98%
Congestive Heart Failure HCC_85	352	11.65%

Summary | BPA | CDE | IB Charge Correction | NLP Coders | AWW | Reconciliation Rate | CDE Visit Efficiency | CDE Visit Efficiency Details | Data Dictionary

HCC Reconciliation Rate

Reconciliation is when the provider either addresses the HCC in the BPA in some way or the category is later recaptured. Includes MSSP, Humana MA, and Humana TCA

Attribution = Provider facing attribution (PCP>Plurality of Care)

Denominator = All patients and their HCCs that are due for recapture based on HCC Recapture Logic.

Numerator = All Patients and their HCCs where a provider either addressed the HCC directly in the BPA or the category was later recaptured.

Measurement Year	CIN	Region	Tax ID + Location	Roster	Service Area	Location	Department	Provider	Category
2022	(Multiple values)	(Multiple values)	(All)	(All)	(All)	(All)	(All)	(All)	(All)

Reconciliation Rate Summary

Reconciliation Rate	Attributed Patients	Reconciled HCC	Number of HCC	Resolve PI Dx	Add Visit Dx	Mark NA	Recap
84.42%	67,788	178,837	211,852	494	49,074	201	177,983

Reconciliation Rate Summary by Region

REGION	Reconciliation Rate	Reconciled HCC	Number of HCC	Attributed Patients	Recap
BATON ROUGE	85.83%	37,916	44,174	13,596	37,722
COASTAL MS	80.67%	2,271	2,815	1,087	2,261
NEW ORLEANS	84.58%	95,832	113,306	36,099	95,451
NORTH LA	76.49%	2,593	3,390	1,414	2,584
NORTH SHORE EAST	83.33%	13,246	15,896	4,858	13,177
NORTH SHORE WEST	84.00%	19,565	23,291	7,733	19,423
SOUTH CENTRAL LA	83.27%	6,564	7,883	2,544	6,521
SOUTHWEST LA	77.48%	850	1,097	457	844

Summary | BPA | CDE | IB Charge Correction | NLP Coders | AWW | Reconciliation Rate | CDE Visit Efficiency | CDE Visit Efficiency Details | Data Dictionary

Visit Efficiency KPI

Visit Efficiency	Visit Efficiency	Visit Efficiency	Provider Action Mis Match	Provider Visit Dx	Added Visit Dx	Resolved PL Dx	Mark Dx NA	BPA Action Rate	CDE Query Sent	Provider Reviewed Query	Provider Declined Query	Charge Correction Message 1	Accepted Charge Correction Message 1	Charge Correction Message	Denied Charge Correction Message	Deleted Charge Correction Message	Expired Charge Correction Message
578,898	204,967	35.41%	135	100,178	101,097	982	471	17.58%	1,449	224	17	6,779	3,875	56.17%	2,845	50	0

Visit Efficiency KPI Over Time

Visit Efficiency Tool: Not Closed (Blue), BPA (Orange), CDE (Red), IB (Green), Provider (Light Green)

OHN HCC BPA

OHN HCC BPA displays:

- Recapture Opportunities
- Suspecting Logic
- CDE (NetNew) Queries
- Externally Captured Conditions

Current Suspect Conditions Include:

- Morbid Obesity
- Thrombocytopenia
- Major Depression, Bipolar and Paranoid Disorders
- CHF / Cardiomyopathy
- COPD
- CKD 3a / 3b / 4 / 5
- HIV/AIDS
- Hyperparathyroidism
- Immunodeficiency due to drugs
- Aortic Atherosclerosis (SmartLink)
- Emphysema (SmartLink)

Suspect Conditions in Work Queue:

- Malnutrition

BestPractice Advisories Collapse All

HCC BPA (1)

Review the following conditions related to patient HCC status for the current year ✔ Accept (2)

For info on conditions not previously coded, click this link: [Epic Probable Condition logic](#).

Additional Information (if relevant):

Potential Aortic Atherosclerosis in Imaging: Date:17-DEC-19; CT Abdomen Pelvis With Contrast: "...MINIMAL ATHEROSCLEROTIC CALCIFICATION OF THE AORTA AND ITS BRANCHES WITHOUT ANEURYSMAL DILATATION..."

Probable condition based on Epic documentation - Aortic atherosclerosis Assessment & Plan Note

Search

Add Visit Diagnosis Do Not Add N/A to Patient

Add to Problem List

Probable condition based on Epic documentation - Chronic kidney disease, stage 3a

Assessment & Plan Note Search

Add Visit Diagnosis Do Not Add N/A to Patient

Add to Problem List

✔ Accept (2)

Specialty Focus

	Clinical Lead	CDE Nurse	Specialty BPA	HCC Categories	Key Inclusions
Hem/Onc	Dr. Ryan Griffin	Lisa Schmidt	6/1/2021	57 of 86	Mimics Primary Care
Cardiology	Dr. Randy Englert	Lauren Brettner	2/14/2022	9 of 86	Specified Heart Arrhythmias, CHF
Nephrology	Dr. Karthik Kovvuru	Denice Hebert	6/13/2022	10 of 86	CKD, Dialysis Status
Neurology	Dr. James Rini	Lisa Schmidt	2/14/2022	25 of 86	Cerebral Palsy, Seizure Disorders
Pulmonology	Dr. Susan Gunn	Brianna Savoie	2/14/2022	20 of 86	COPD, Lung Cancer
Gastroenterology	Dr. Donnesha Clayton	Rebecca Guidry	6/13/2022	7 of 86	Cirrhosis of Liver, IBS
Endocrine	Dr. Brandy Panunti	Brianna Savoie	2/21/2022	5 of 86	Diabetes Mellitus, Morbid Obesity
Rheumatology	Dr. Christopher Mesa	Jessica Glaspell	12/14/2022	12 of 86	Rheumatoid Arthritis



Discussion!

Upcoming Events

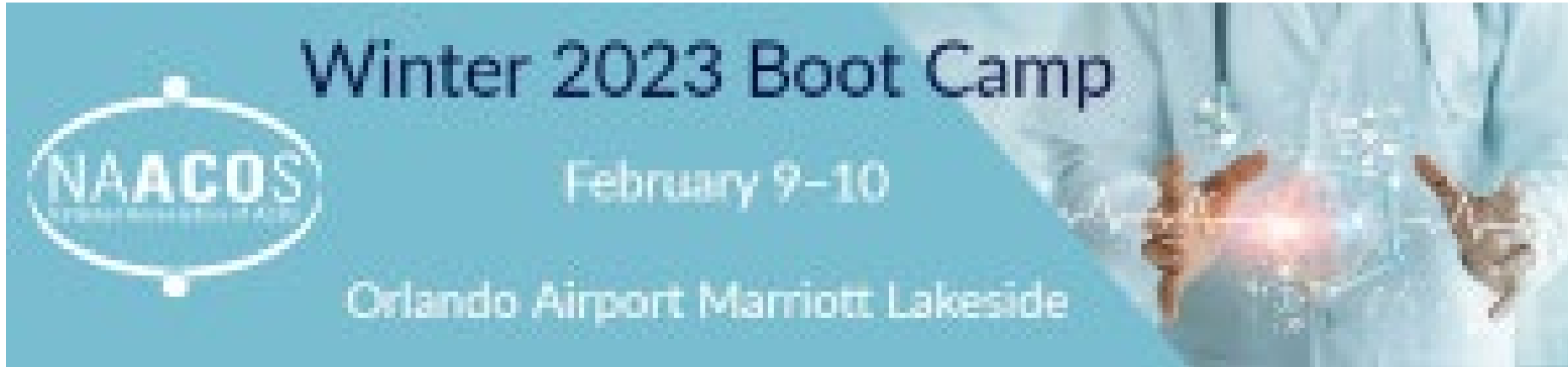


NAACOS Virtual Affinity Group Meetings Dates for 2023

- [Operations Affinity Group](#): Meets Virtually: January 26, 2023, June 27, 2023, October 31, 2023, from 3–4 pm ET
- [Quality Affinity Group](#): Meets Virtually: February 2, 2023, July 11, 2023, November 7, from 3–4 pm ET
- [Data and Analytics Affinity Group](#): Meets Virtually: February 16, 2023, July 18, 2023, and November 14, from 3–4 pm ET
- [Executive Affinity Group](#): Meets Virtually: February 23, 2023, July 25, 2023, November 21, 2023 from 3–4 pm ET
- [Clinical Affinity Group](#): Meets Virtually: March 2, 2023 , August 1, 2023, and November 28, 2023, from 3–4 pm ET

Upcoming Events

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Medicaid Learning Lab Series:

Next meeting February 3, 2023, [Sign-Up Today!](#)

NAACOS Discovery calls:

End of Life documentation discussion scheduled January 31, 2023, at 3:00 pm ET

[Sign-up HERE!](#)



Thank you!