



HF360 Data Acquisition

HF360 Data Acquisition is a flexible suite of technology and services that can be tailored to maximize retrieval of medical records and other patient data

Key benefits

- **Maximize data coverage** – Flexible suite of technology and services enables maximum retrieval rates
- **Reduce costs** – Spend less on manual chart retrieval by leveraging scalable technology
- **Ease administrative burden** – Minimize resources required and disruption to providers to retrieve records from EHRs
- **Expand data access** – Central data repository can be utilized by multiple departments to eliminate waste
- **Gain visibility** – Manage and track data acquisition progress across multiple sources

Background

The key to efficient risk adjustment is ensuring that all relevant patient data – administrative, financial, and clinical – is available at the time of review. Conducting a chart review without claims or CMS/HHS files can create redundancies, forcing coders to spend time looking for documentation of conditions that may have already been submitted. On the other hand, having access to medical records is a necessity for being able to capture risk adjustment opportunities that impact reimbursements.

Currently, most medical record retrieval is done manually via fax, mail, or by sending chart abstractors to provider offices. The process can be costly and time consuming, especially if provider locations are geographically dispersed. Furthermore, data requests are a common source of provider abrasion, especially when multiple departments make duplicate requests to the same provider. Few organizations have the infrastructure or processes to efficiently manage the collected data for use across the organization.

The Solution

HF360 Data Acquisition is a powerful solution for acquiring and integrating administrative and clinical data from electronic health record (EHR) systems. Our combination of technology and services can be tailored to each organization's needs, delivering optimal results in the most cost-effective manner. Our record retrieval methods include Automated Chart Extraction (ACE) technology along with other secure methods, such as HL7 feeds and print-, scan-, or fax-based abstraction.

The solution offers real-time visibility into data acquisition progress, showing the quantity of records that have been targeted and retrieved. Centralized storage enables the creation of comprehensive, longitudinal member profiles that can span multiple years, allowing for accurate analytical insights. In addition, retrieved records can be easily shared for use in other departments, such as for HEDIS reviews, thereby eliminating redundancies in chart retrieval.

HF360 Data Acquisition allows users to manage all data streams and monitor progress from a central platform. Troubleshooting assistance ensures that data files are processed successfully for use by Health Fidelity's analytics and coding applications.

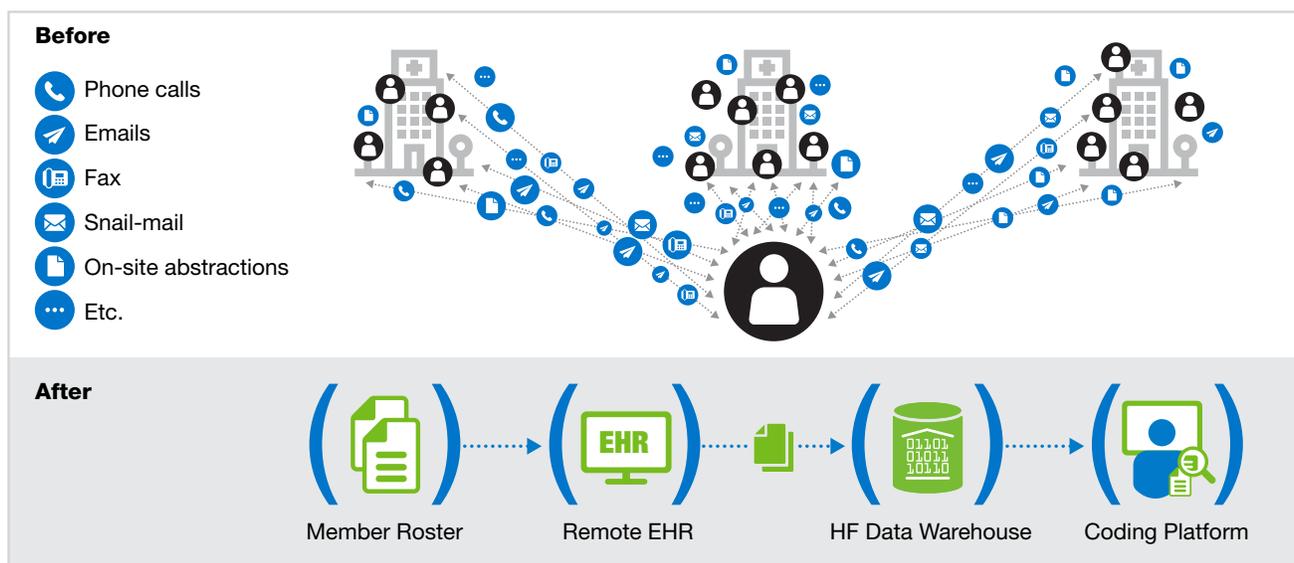
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Automated Chart Extraction

The centerpiece of Health Fidelity's medical record retrieval engine is our proprietary Automated Chart Extraction (ACE) technology. ACE automatically extracts medical records from remote EHR systems in a secure and HIPAA-compliant manner with no disruption to providers.

Whereas traditional, manual methods of retrieving medical records are resource-intensive and cause provider abrasion, ACE is efficient and light-touch. With a simple upload of a member roster, ACE locates and abstracts the appropriate medical records without additional human intervention. The software captures and transmits the records to Health Fidelity's secure data warehouse, where they are processed through NLP and made available for review within Health Fidelity's coding application.

ACE is a highly scalable, EHR-agnostic approach that requires far less resource investment than a full EHR integration and allows organizations to decrease their costs associated with manual chart retrieval by up to 80 percent. After the initial setup of ACE with proper access, records can be extracted on an ongoing basis without coordinating with the provider groups, decreasing administrative burden and provider abrasion. Furthermore, ACE produces the most complete and high quality data in a format that increases the productivity of risk adjustment coders.



Case Study

In Q1 2017, a large provider-sponsored plan in the Pacific Northwest with a provider network of over 90 clinics used Health Fidelity's ACE technology to retrieve records for approximately **35,000 members** treated at employed provider sites located throughout Oregon and Washington.

Once login credentials for read-only access to the Epic EHR system were obtained, the ACE software extracted the relevant medical records and securely transmitted them as PDF files to Health Fidelity's data warehouse. By taking advantage of ACE technology, the health plan efficiently acquired the necessary medical records and eliminated the need to contact and coordinate with dozens of provider locations. Data was preserved in its original EHR format for maximum readability, and virtually no effort was required on the part of either the health plan or its network providers. With this one-time setup, data can now be extracted on an ongoing basis.

A total of about **450,000 records** were immediately available for ingestion by Health Fidelity's analytics and coding applications, Risk Analytics and Scout. The health plan's Director of Risk Adjustment Coding Compliance commented, "I am pleased that ACE has allowed us to achieve our productivity goal of reviewing all high-risk membership for risk adjustment."