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HEALTHCARE YOU CAN FEEL GOOD ABOUT

 CENTRAL HEALTH  
MEDICARE PLAN

# Monthly Risk Adjustment Webinar

Presented by Bright HealthCare

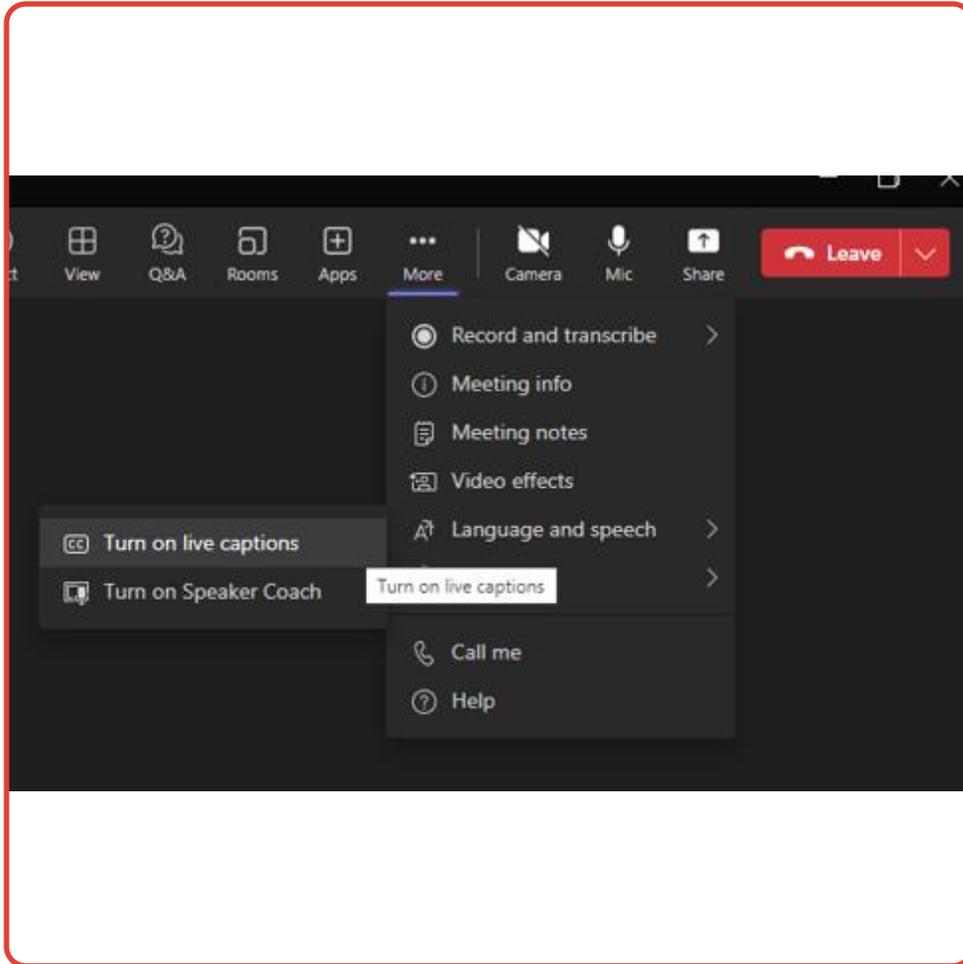
# Welcome! We will get started shortly.

Each month's webinar slide deck & recording will be posted to **Healthcare Provider Home | Brand New Day HMO** ([bndhmo.com](http://bndhmo.com)) for on-demand access!

**AAPC CEU certificates** will be shared after the webinar via email.

# Webinar Live-Captioning

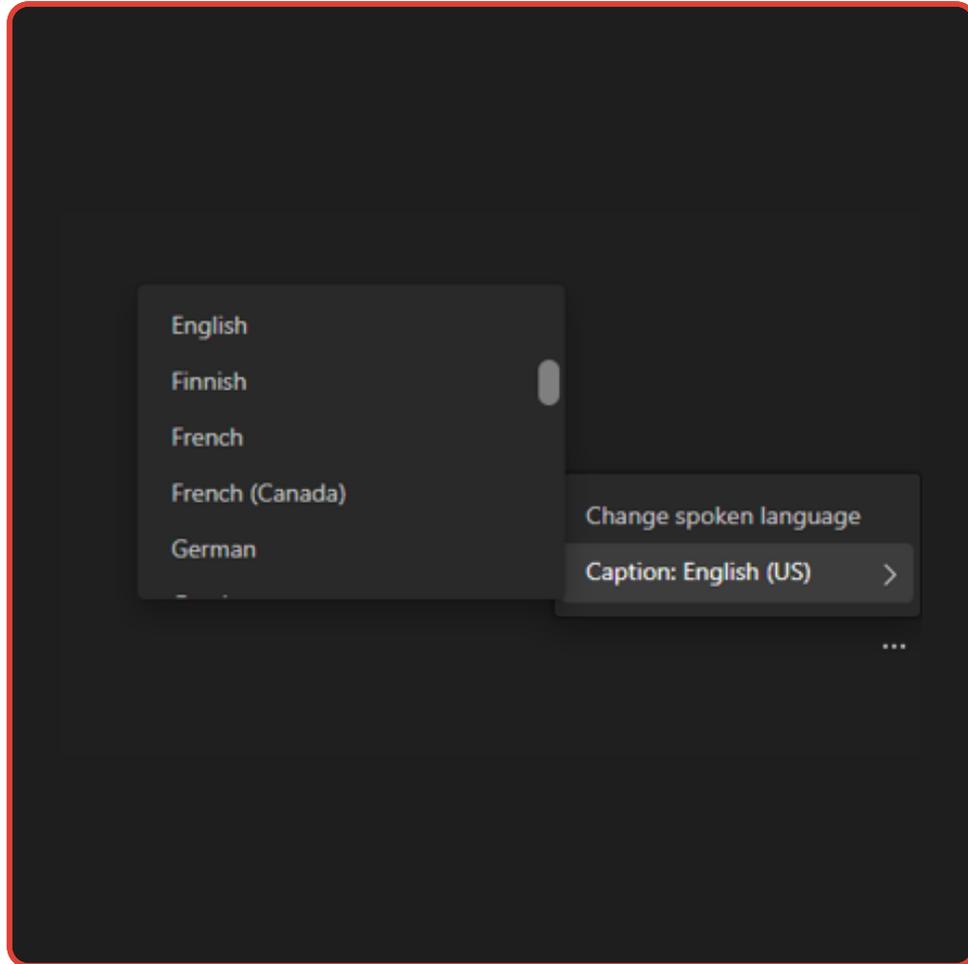
Microsoft Teams provides live captioning with speaker attribution in 28 languages.



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# Webinar Live-Captioning

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# The Finish Line is in Sight – Making the Final Lap of 2023 Count

*brand new day*

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**CENTRAL HEALTH  
MEDICARE PLAN**

# Disclaimer

The information contained in this presentation and the responses to questions are not to serve as official coding or legal advice. This information is for educational purposes only and may not address all the applicable rules or regulations. Content is valid at the time it is created; however, rules and regulations change on a continuous basis that may make the content obsolete.

The provider is ultimately responsible for providing complete, accurate, and compliant information within the medical record that is used for submission of claims and/or encounters. All coding is determined by the documentation within the medical record on a visit-by-visit basis.

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# The Finish Line is in Sight – Making the Final Lap of 2023 Count

## - Agenda -

- 1 Strategies for making the most of your patient's last visit of 2023
  - 2 Cozeva tips
  - 3 Annual full patient health status capture
- 
- A background image showing a female doctor in a white lab coat with a stethoscope around her neck. She is smiling and looking towards a patient whose back is to the camera. The doctor is holding a clipboard and a pen. The scene is set in a bright, clinical environment.

# Strategies for Making the Most of Your Patients Visit



## Pre-visit Planning

Review past progress notes and/or Cozeva to determine chronic conditions that have not been addressed in the current calendar year or any open items that need to be finalized – test results.



## Patients that haven't been seen this year

Compliant care of conditions can only happen when patients schedule visits with their providers. Identify patients that need to come in for a visit for updated treatment plans.



## Full patient condition capture

Treating patients completely is critical for management of their conditions. Making sure all conditions and contributing factors are documented ensures their health profile is captured.

Proper documentation and coding of all conditions and related complications is critical for continuity of care, care management programs, accurate resource allocation, and more.

# Complete Office Support

## Pre-visit

### *Medical Support Staff*

- Evaluate gap lists, Rx drugs, hospital records, lab results, & provider notes.
- Communicate with provider via chart prep or other methods.

## During Visit

### *Provider*

- Ensure all chronic or new conditions are reviewed & properly documented.
- Ensure all pertinent lab/test results are reviewed & documented.

## Post-visit

### *Coding Staff*

- Review coding & documentation to ensure accuracy & completeness.
- Provide coding & documentation feedback when appropriate.

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**How to Utilize Features  
within Cozeva  
to Support Patient Visits**

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# Cozeva Tips

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**Cozeva is a platform designed to support various aspects of healthcare management, and one of its functions pertains to Medicare Risk Adjustment. Here's how Cozeva can assist with Medicare Risk Adjustment:**

- 1. Data Aggregation and Integration:** Cozeva can integrate data from various sources, such as electronic health records (EHRs), claims data, and pharmacy records. By having a comprehensive view of a patient's history and conditions, it's easier to identify gaps in care or documentation that might affect risk scores.
- 2. Analytics and Reporting:** Cozeva offers analytic tools that can help in identifying and prioritizing members for risk assessment. This includes highlighting those patients with conditions that may be undocumented or inadequately documented, as well as those who might benefit from intervention to improve their health status.
- 3. Real-time Dashboards:** Cozeva provides real-time dashboards that allow providers and health plans to monitor performance metrics, such as Hierarchical Condition Categories (HCC) capture rates, gap closure rates, and more.

# Cozeva Tips

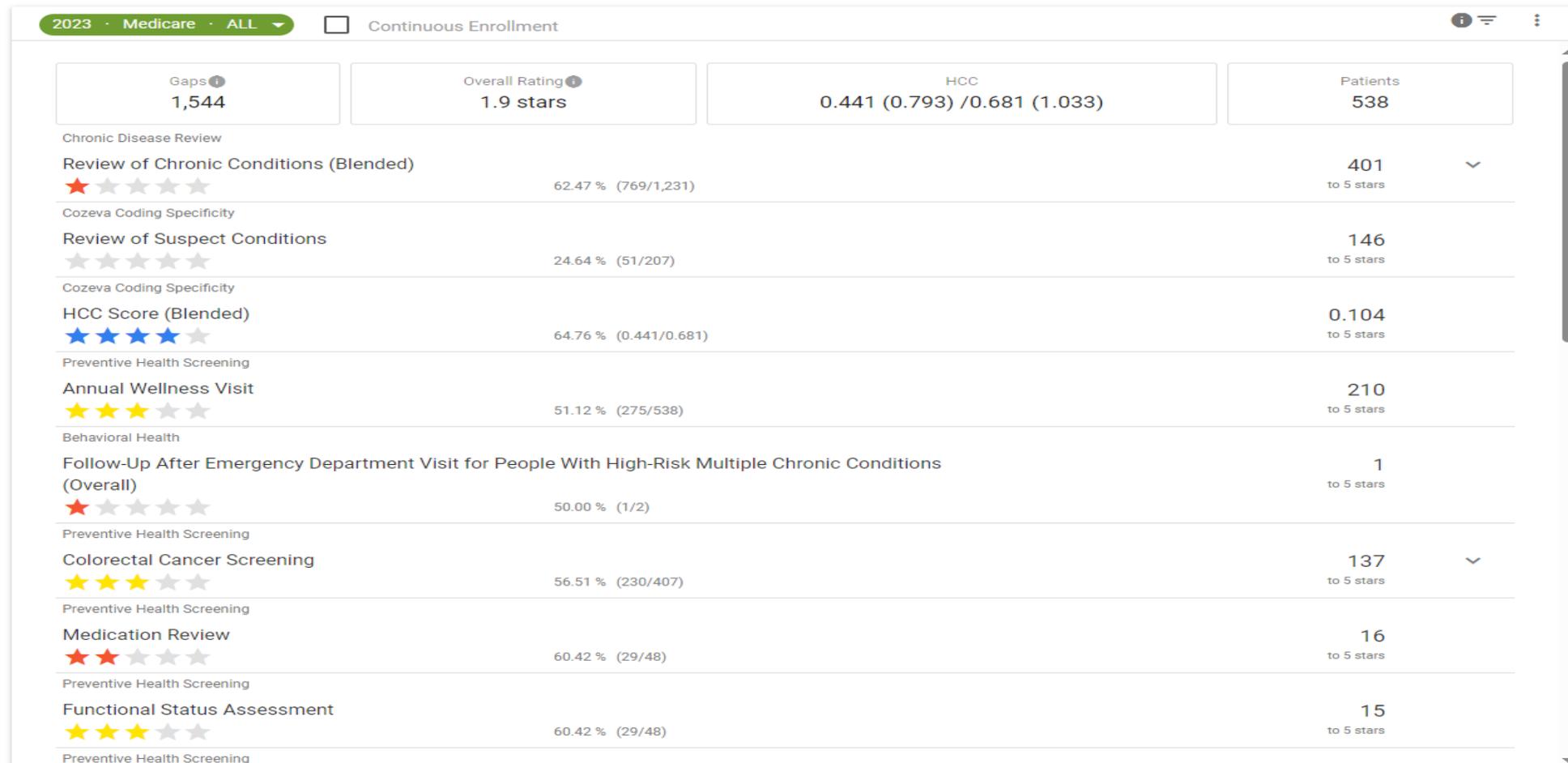
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**Cozeva is a platform designed to support various aspects of healthcare management, and one of its functions pertains to Medicare Risk Adjustment. Here's how Cozeva can assist with Medicare Risk Adjustment:**

- 4. Quality Measures and Risk Adjustment:** Cozeva has features that address both quality measures (e.g., HEDIS) and risk adjustment, enabling a coordinated approach to improving patient care and capturing accurate risk scores.
- 5. Collaborative Workflows:** With Cozeva, health plans and providers can work collaboratively on risk adjustment activities. This could involve sharing lists of patients needing assessments, updating documentation, or coordinating interventions.
- 6. Provider Engagement Tools:** Ensuring accurate risk adjustment often requires active participation from providers. Cozeva offers tools to engage providers, such as alerts and reminders, point-of-care decision support, and easy-to-use interfaces for documenting risk-adjusting conditions.

# Cozeva Tips

## Cozeva Landing Page



# Cozeva Tips

Images captured in a simulated test environment featuring fictitious patient and provider data.

## HCC Score (Blended)

2023 · Medicare · ALL  Continuous Enrollment

Gaps 1,544	Overall Rating 1.9 stars	HCC 0.441 (0.793) / 0.681 (1.033)	Patients 538
---------------	-----------------------------	--------------------------------------	-----------------

Chronic Disease Review

Review of Chronic Conditions (Blended) 401 to 5 stars  
★☆☆☆☆ 62.47% (769/1,231)

Cozeva Coding Specificity

Review of Suspect Conditions 146 to 5 stars  
☆☆☆☆☆ 24.64% (51/207)

Cozeva Coding Specificity

HCC Score (Blended) 0.104 to 5 stars  
★★★★★ 64.76% (0.441/0.681)

Preventive Health Screening

Annual Wellness Visit 210 to 5 stars  
★★★★☆ 51.12% (275/538)

Behavioral Health

Follow-Up After Emergency Department Visit for People With High-Risk Multiple Chronic Conditions (Overall) 1 to 5 stars  
★☆☆☆☆ 50.00% (1/2)

Preventive Health Screening

Colorectal Cancer Screening 137 to 5 stars  
★★★★☆ 56.51% (230/407)

Preventive Health Screening

Medication Review 16 to 5 stars  
★★☆☆☆ 60.42% (29/48)

Preventive Health Screening

Functional Status Assessment 15 to 5 stars  
★★★★☆ 60.42% (29/48)

### Cozeva Coding Specificity | HCC Score (Blended) ?

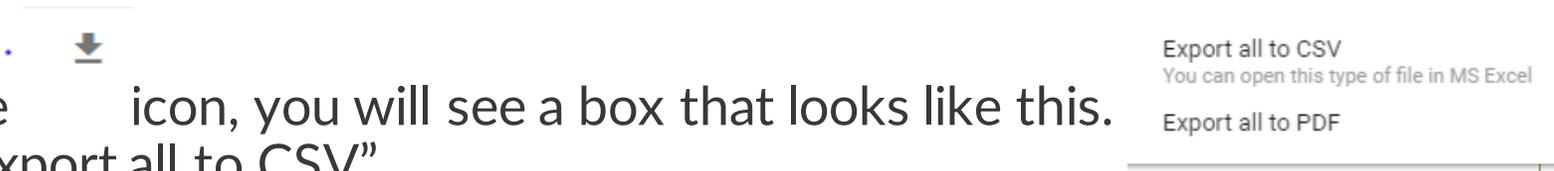
2023 · Medicare · All · Continuous Enrollment Logic Off

Patients										
0.240 non compliant / 0.681										
<input type="checkbox"/>	Name	DOB	Gender	Last Visit	Care Gap	HCC Gap↓	Coded RAF	Coded Clinical RAF	Pc	
<input type="checkbox"/>	Spence, Allie	01/19/1953	F	! 09/16/2022	13	2.617	0.337	0.000	2.1	
<input type="checkbox"/>	Dutton, Bobbie	02/08/1925	F	! 03/30/2022	9	2.590	0.667	0.000	3.1	
<input type="checkbox"/>	Wilder, Elane	10/24/1948	F	02/01/2023	9	2.130	0.753	0.358	2.1	
<input type="checkbox"/>	Sorensen, Corey	07/30/1950	F	! 06/16/2022	13	2.106	0.337	0.000	2.1	
<input type="checkbox"/>	Mcintyre, Belle	11/26/1943	F	! 07/28/2022	5	2.003	0.456	0.000	2.1	
<input type="checkbox"/>	Hinojosa, Damion	09/07/1944	M	03/06/2023	8	1.993	1.801	1.383	3.1	
<input type="checkbox"/>	Perkins, Melynda	09/25/1952	F	! 08/09/2022	11	1.984	0.337	0.000	2.1	
<input type="checkbox"/>	Najera, Kirby	12/23/1948	M	! 09/13/2022	13	1.934	2.907	2.489	4.1	
<input type="checkbox"/>	Ash, Geraldo	01/04/1942	M	02/16/2023	10	1.920	2.338	1.853	4.1	

# Cozeva Tips

## Running Real-Time Reports

1. At the top right corner of the “HCC Score (Blended)” report you will see an icon that looks like this:  This is where you can down-load your report to Excel.

2. When you click the  icon, you will see a box that looks like this.  You will choose the “Export all to CSV”

3. Open your report. There are 2 columns I would like you to pay attention to, Column J and Column AB.
  1. Column J gives you the patients HCC GAP and is sorted from highest to lowest GAP in care.
  2. Column AB is the patients phone number so that you can call these patients in from top to bottom close the maximum number of GAPS for 2023.

Images captured in a simulated test environment featuring fictitious patient and provider data.

# Cozeva Tips

## Downloaded Excel Report

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Pappas	Gavin	Go Medication	Medicare	HCCS (2023)	--	Report generated	10/25/2023																					
Name	Member ID	DOB	Gender		Last Visit	Care Gap	Measure	Condition	HCC Gap	Coded RA	Coded Cli	Potential	Recapture	Recapture	Suspect G	Suspect G	Coded Co	Coded Lis	Disconfir	Disconfir	Events	Product	Enrollmer	DNC	Contact Pr	Email	Phone Numbe	A
Spence, A	48434582-	#####	F	!	#####	13	Annual W	Diabetes v	2.617	0.337	0	2.954	10	Diabetes v	0	0	0	0	0	0	Central He	#####		P		9093898647	911	
Dutton, B	48397207-	2/8/1925	F	!	#####	9	Annual W	Coagulati	2.59	0.667	0	3.257	8	Coagulati	0	0	0	0	0	0	Central He	#####		P		9094681918	11	
Wilder, El	48397775-	#####	F		2/1/2023	9	Annual W	Diabetes v	2.13	0.753	0.358	2.883	5	Dementia	3	Diabetes v	2	Colorecta	0	0	Central He	#####		P		6262714331	11	
Sorensen,	48399966-	#####	F	!	#####	13	HbA1c Po	Diabetes v	2.106	0.337	0	2.443	10	Diabetes v	0	0	0	0	0	0	Central He	#####		P		6267027993	21	
Mcintyre,	48399032-	#####	F	!	#####	5	Annual W	Drug/Alco	2.003	0.456	0	2.459	4	Drug/Alco	0	0	0	0	0	0	Central He	#####		P		6263371661	31	
Hinojosa,	48432844-	9/7/1944	M		3/6/2023	8	BP Contro	Chronic H	1.993	1.801	1.383	3.794	4	Chronic H	2	Congestiv	7	Dementia	0	0	Central He	#####		P		6267153742	911	
Perkins, M	48434412-	#####	F	!	8/9/2022	11	BP Contro	Diabetes v	1.984	0.337	0	2.321	6	Chronic H	2	Diabetes v	0	0	0	0	Central He	#####		P		9098600628	21	
Najera, Ki	48394935-	#####	M	!	#####	13	HbA1c Po	Diabetes v	1.934	2.907	2.489	4.841	5	Diabetes v	3	Coagulati	3	Metastati	1	Exudative Macular D	Central He	#####		P		6266628657	911	
Ash, Gera	48394783-	1/4/1942	M		#####	10	Medicatio	Coagulati	1.92	2.338	1.853	4.258	5	Coagulati	0	0	8	Diabetes v	1	Major Depressive, B	Central He	#####		P		9095693559	11	
Francois,	48396799-	#####	M		3/2/2023	7		Diabetes v	1.915	0.885	0.298	2.8	7	Diabetes v	0	0	1	Dementia	0	0	1	Central He	#####		P		9094560606	21
Major, An	48394361-	#####	M	!	8/2/2022	11	Cholester	Diabetes v	1.783	0.587	0	2.37	9	Diabetes v	0	0	0	0	0	0	Central He	#####		P		7149743249	51	
Marlowe,	48401765-	#####	M		#####	9	Hypertens	Chronic H	1.72	0.418	0	2.138	6	Chronic H	0	0	0	0	0	0	Central He	#####		P		6262555290	21	
Tuck, Nun	48428587-	1/9/1953	F	!	#####	12	HbA1c Po	Diabetes v	1.669	0.337	0	2.006	6	Diabetes v	0	0	0	0	0	0	Central He	#####		P		6262316319	11	
Osburn, E	48396821-	#####	M	!	#####	15	HbA1c Po	Diabetes v	1.656	0.451	0.109	2.107	7	Diabetes v	1	Cerebral H	1	Diabetes v	0	0	2	Central He	#####		P		9093438202	51
Lidd, Tal	48396900-	#####	F		2/1/2023	6		Chronic H	1.595	1.416	0.966	3.011	6	Chronic H	0	0	2	Protein C	0	0	1	Central He	#####		P		9094560607	21

# Cozeva Tips

## Cozeva CareOp Page

Images captured in a simulated test environment featuring fictitious patient and provider data.

Spence, Allie Female · 70 y · 01/19/1953 22-QF-BSY + Add Exclusion Asian · Not Hispanic or Latino Cantonese Medicare · MA001 · Central Health Medicare Plan 48434582-71D4EA95C753 · 01/01/2018 - Present Pappas, Gavin · Visited

2023 All Details HCC Quality

13 PCP: Pappas, Gavin

HCC Conditions Point-of-Care

RAF Score 0.337 / 2.954 = HCC 0.000 / 2.617 + 0.337

- Quadruplegia**  
 HCC 70 - Clinical Factor 1.037  
 Suspect 0.930  
 Recapture View Suspect Reason  
 Functional quadriplegia  
 Past 2 years **R53.2** 09/16/2022 - by Pappas, Gavin,
- Parkinson's and Huntington's Diseases**  
 HCC 78 - Clinical Factor 0.506  
 Suspect 0.930  
 Recapture View Suspect Reason  
 Other specified degenerative diseases of basal ganglia  
 Past 2 years **G23.8** 09/16/2022 - by Pappas, Gavin,
- Hemiplegia/Hemiparesis**  
 HCC 103 - Clinical Factor 0.365  
 Suspect 0.920  
 Recapture View Suspect Reason  
 Hemiplegia and hemiparesis following nontraumatic intracereb...  
 Past 2 years **I69.151** 09/16/2022 - by Pappas, Gavin,
- Dementia With Complications**  
 HCC 51 - Clinical Factor 0.289  
 Suspect 0.960  
 Recapture View Suspect Reason  
 Unspecified dementia, unspecified severity, with behavioral dist...  
 Past 2 years **F03.91** 09/16/2022 - by Pappas, Gavin,
- Major Depressive, Bipolar, and Paranoid Disorders**  
 HCC 59 - Clinical Factor 0.258  
 Suspect 0.830  
 Recapture View Suspect Reason  
 Major depressive disorder, recurrent, mild  
 Past 2 years **F33.0** 09/16/2022 - by Pappas, Gavin,
- Diabetes with Chronic Complications**  
 HCC 18 - Clinical Factor 0.252  
 Suspect 0.730  
 Recapture View Suspect Reason  
 Type 2 diabetes mellitus with other specified complication  
 Past 2 years **E11.69** 09/16/2022 - by Pappas, Gavin,

# Cozeva Tips

## Annual Wellness Visit

2023 · Medicare · ALL		<input type="checkbox"/> Continuous Enrollment	
Gaps	Overall Rating	HCC	Patients
1,544	1.9 stars	0.441 (0.793) / 0.681 (1.033)	538
Chronic Disease Review			
Review of Chronic Conditions (Blended)	62.47 % (769/1,231)		401 to 5 stars
Cozeva Coding Specificity			
Review of Suspect Conditions	24.64 % (51/207)		146 to 5 stars
Cozeva Coding Specificity			
HCC Score (Blended)	64.76 % (0.441/0.681)		0.104 to 5 stars
Preventive Health Screening			
Annual Wellness Visit	51.12 % (275/538)		210 to 5 stars
Behavioral Health			
Follow-Up After Emergency Department Visit for People With High-Risk Multiple Chronic Conditions (Overall)	50.00 % (1/2)		1 to 5 stars
Preventive Health Screening			
Colorectal Cancer Screening	56.51 % (230/407)		137 to 5 stars
Preventive Health Screening			
Medication Review	60.42 % (29/48)		16 to 5 stars
Preventive Health Screening			
Functional Status Assessment	60.42 % (29/48)		15 to 5 stars
Preventive Health Screening			

Images captured in a simulated test environment featuring fictitious patient and provider data.

# Cozeva Tips

## Annual Wellness Visit- Non-Compliant List

< Performance Measures

### Prevention | Annual Wellness Visit ?

2023 · Medicare · All · Continuous Enrollment Logic Off

Patients							Performance Statistics				
263 non compliant / 538							51.12% current score				
Care Op Status: Non-Compliant X											
<input type="checkbox"/>	Name	DOB	Gender	Due Date	Last Test	Last Test Type	HCC Gap	Events	Status	Carriers	Product
<input type="checkbox"/>	Osburn, Elroy	06/17/1949	M	12/31/2023	02/03/2022	Initial Visit	1.656	2	FR	Central Health Medicare Plan	Central H
<input type="checkbox"/>	Sorensen, Corey	07/30/1950	F	12/31/2023	06/04/2022	Subsequent Visit	2.106		FR	Central Health Medicare Plan	Central H
<input type="checkbox"/>	Spence, Allie	01/19/1953	F	12/31/2023	10/21/2022	Subsequent Visit	2.617		FR	Central Health Medicare Plan	Central H
<input type="checkbox"/>	Vigil, Ernie	03/01/1953	M	12/31/2023	06/22/2022	Subsequent Visit	0.963		FR	Central Health Medicare Plan	Central H
<input type="checkbox"/>	Tuck, Numbers	01/09/1953	F	12/31/2023	06/05/2022	Subsequent Visit	1.669		FR	Central Health Medicare Plan	Central H

# Cozeva Tips

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## Running Real-Time Reports

1. At the top right-hand corner of the “Annual Wellness Visit” report you will see an icon that looks like this:  This is where you can down-load your report to Excel.
2. When you click the  icon, you will see a box that looks like this.  You will choose the “Export all to CSV”
3. Open your report. There are 2 columns I would like you to pay attention to, Column K and Column V.
  1. Column K gives you the patients HCC GAP but is NOT sorted from highest to lowest GAP in care.
  2. Column V is the patients phone number so that you can call these patients in from top to bottom close the maximum number of GAPS for 2023.

Images captured in a simulated test environment featuring fictitious patient and provider data.

# Cozeva Tips

## Running Real-Time Reports

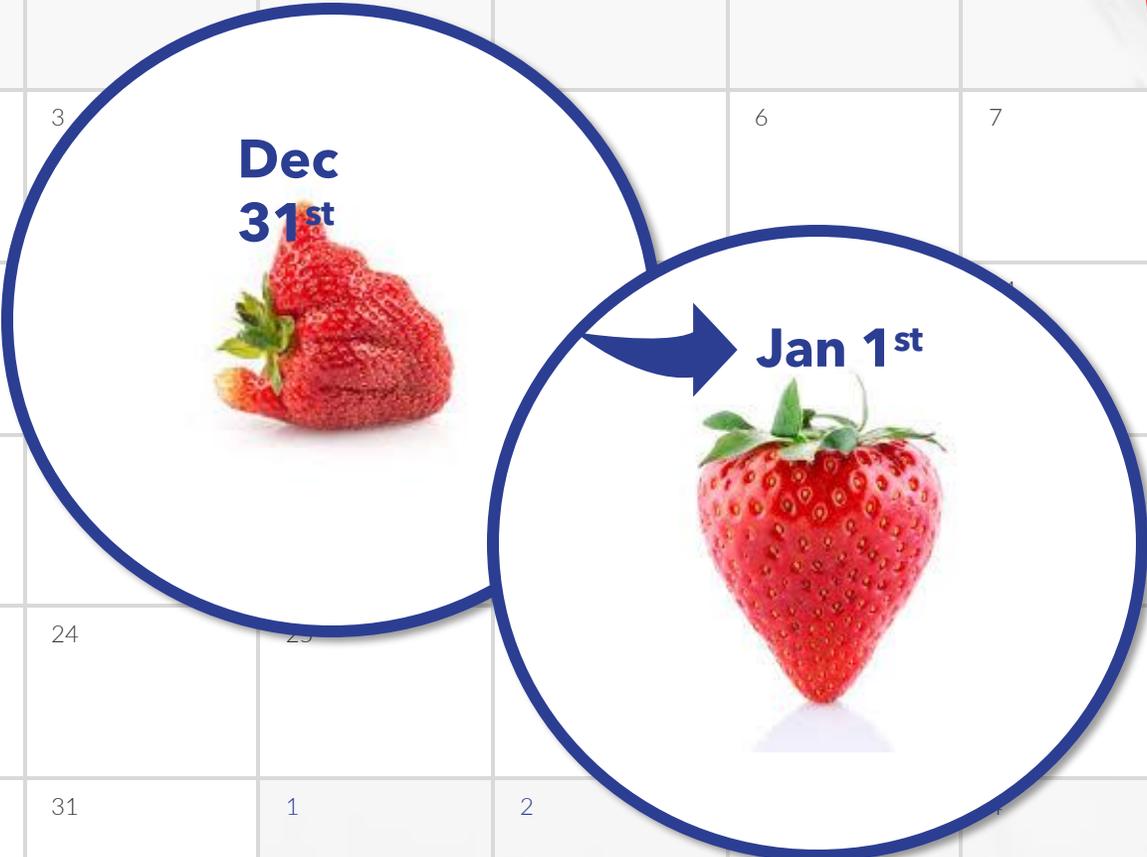
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V		
1	Pappas	Gavin	Go Medication	Medicare	AWV (2023)	-- Report generated 10/25/2023																		
2	Name	Member ID	DOB	Gender	Last Test	Last Test T	Due Date	Care Ops	Measure A	Condition	HCC Gap	Events	Status	Carriers	Product	Last Seen	Care Op S	Enrollmen	DNC	Contact Pt	Email Id	Phone Nu	Ac	
3	Osburn, El	48396821-	#####	M	2/3/2022	Initial Visi	#####	15	HbA1c P	Diabetes	1.656	2	FR	Central He	Central He	#####	Non-Com	#####		P			9.09E+09	51
4	Sorensen,	48399966-	#####	F	6/4/2022	Subseque	#####	13	HbA1c P	Diabetes	2.106		FR	Central He	Central He	#####	Non-Com	#####		P			6.27E+09	28
5	Spence, A	48434582-	#####	F	#####	Subseque	#####	13	Annual W	Diabetes	2.617		FR	Central He	Central He	#####	Non-Com	#####		P			909389864	11
6	Vigil, Erni	48435932-	3/1/1953	M	#####	Subseque	#####	13	HbA1c P	Diabetes	0.963		FR	Central He	Central He	#####	Non-Com	#####		E	SCYEN27@		6.26E+09	12
7	Tuck, Nun	48428587-	1/9/1953	F	6/5/2022	Subseque	#####	12	HbA1c P	Diabetes	1.669		FR	Central He	Central He	#####	Non-Com	#####		P			6.26E+09	19
8	Sousa, Tha	48436107-	4/3/1949	M	#####	Subseque	#####	12	Diabetes I	Colorecta	1.067		FR	Central He	Central He	2/2/2021	Non-Com	#####		P			6.26E+09	18
9	Major, An	48394361-	#####	M	#####	Subseque	#####	11	Cholester	Diabetes	1.783		FR	Central He	Central He	8/2/2022	Non-Com	#####		P			7.15E+09	54
10	Barraza, S	48395475-	#####	M	#####	Subseque	#####	11	Diabetes I	Drug/Alco	1.406		FR	Central He	Central He	8/8/2022	Non-Com	#####		P			6.27E+09	14
11	Tatum, Sa	48397966-	#####	M	#####	Subseque	#####	11	Diabetes I	Colorecta	1.197		FR	Central He	Central He	#####	Non-Com	#####		P			6.27E+09	23
12	Shaw, Fra	48427051-	#####	M	#####	Initial Visi	#####	11	Diabetes I	Other Siz	0.459		FR	Central He	Central He	#####	Non-Com	#####		P			9.1F+09	55

# Telling the Patient Story



# January 1st Miracle

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	31	1
2	3			6	7	8
9						15
16						22
23	24	25	26	27	28	29
30	31	1	2	3	4	5



**Analytically, all members are considered to have no disease burden on January 1<sup>st</sup> each year.**

# Refresh All Treatment Plans

Chronic conditions need to be reviewed each year and adjustments made to the patient's treatment plan. New conditions may cause an interaction, or a new treatment may be available. At a minimum, conditions need a refreshed plan each calendar year.



## Accurately document all conditions

Whether you are directly treating a condition or helping ensure the patient is seeing a specialist or other for a condition, it is essential to accurately reflect all active conditions.



## Document all complications

Some conditions aren't simple and have interacting conditions or complications. Remember to capture the full story of the disease profile.



## Ensure documentation is consistent

Include clinical indicators that support the final diagnosis or diagnoses. Only state "history of" for conditions that are no longer present.

Proper documentation and coding of diabetes and related complications is critical for continuity of care, care management programs, accurate resource allocation, and more.

# Documenting Conditions

## Diagnosis

Clearly document a diagnosis for all conditions (based on your clinical impression)

## Status

I.e., Symptoms, Disease progression/regression, Referencing labs/tests, Response to treatment

## Plan

I.e., Tests ordered, Medication, Therapies, Referral, Follow-up



# Reminder

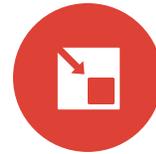
# Submitting Supplemental Data

Deadline to submit Supplemental Data for 2022 dates of service is January 17, 2024



**Supplemental files should only include one record per Member ID, DOS, and Provider combo**

Duplicate records (same Member ID, DOS, and Provider NPI) will cause a full file failure even if the CPT and Dx codes are different



**Supplemental files should not replace submitting encounter data through Office Ally**

Providers should be submitting encounter data regularly through Office Ally and submitting supplemental data to update missing or updated encounters



**Encounter ID should be unique to every record**

An encounter id can only be used one time on a file



**Questions or additional information**

Contact: [RiskAdjustmentGroup@brighthousecare.com](mailto:RiskAdjustmentGroup@brighthousecare.com) or

Melanie Loughren, Risk Adjustment Encounter Submissions Director, [mloughren@brighthousecare.com](mailto:mloughren@brighthousecare.com)

**Supplemental Data must be supported in the progress note for the DOS reported**

**It is important to ensure that supplemental files are properly formatted to avoid any errors or issues when submitting.**

# Questions

# Thank you!



**brand new day**

HEALTHCARE YOU CAN FEEL GOOD ABOUT

For additional resources & information, visit our risk adjustment education websites:

BND: [www.bndhmo.com/providers](http://www.bndhmo.com/providers)

CHP: [www.centralhealthplan.com/cpa](http://www.centralhealthplan.com/cpa)