

A few notes before we begin

- •Your line was muted when you joined the event. If you would like to communicate with fellow attendees or presenters, please use the chat function throughout the session.
- If you have questions or comments during the event, please submit them in the Q&A chat box at the bottom of your screen. (Don't forget to select "All Panelists.")
- This event is being recorded. The recording will be sent to all attendees in the coming days.

Release Schedule:

Release	Date
Aruba 21.1	April 30, 2021
Bora Bora 21.2	July 30, 2021
Cocoa Beach 21.3	October 29, 2021
Del Mar 21.4	January 28, 2022

Meet Today's Presenters

Michael Doeff

Product Manager, MedeWorks

Marcela Levi

Product Owner, PAI

Deniz Sarigul

Director of Product Owner, Provider

Richard Yellenberg

Product Manager, Revenue Integrity









HCC Analytical Updates

- Dashboard tab for 'Missed HCC' Opportunity
- 2. Dimension for Unique Patients



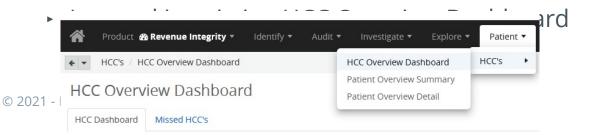
HCC - Missed HCC Dashboard

Easy insight on Missed HCC Opportunities

Identifies potential opportunities in current year where Total HCCs can still be influenced. Helps ensure optimized and appropriate financial reimbursements and data integrity

Highlights

- Actionable insight focused around
 - Missed HCCs
 - Count, Percentage, & Est. Dollar Impact
 - Segment by Setting, Facility, Specialty, & Physician
- Identify highest impact missing HCCs

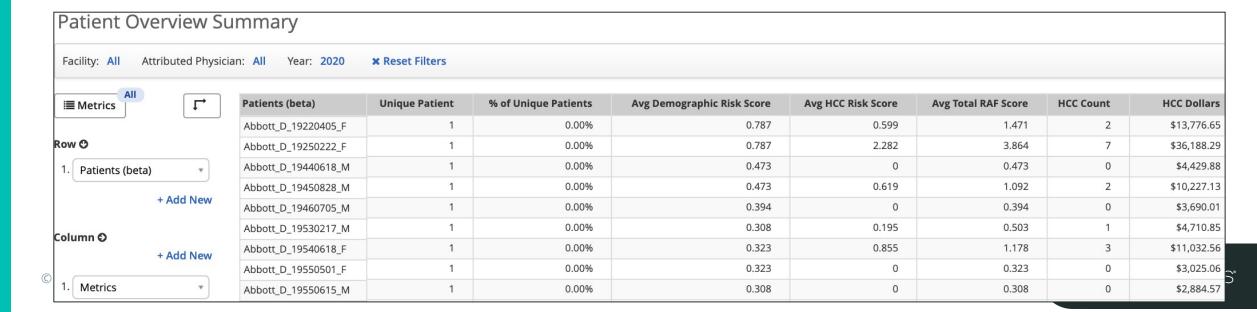


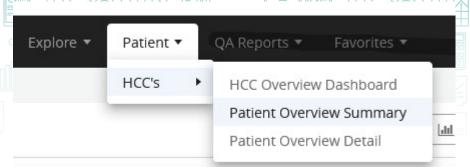




New HCC dimension based on unique Patients

- Provides holistic view into Patient over the years
- Important metric insight includes:
 - HCC Risk score, HCC dollars, and current/missed HCC count
- NOTE: this is considered 'beta' as large data sets may experience poor performance
 - Performance was adequate during quality threshold testing but please be aware and report any issues





Internal Workflow



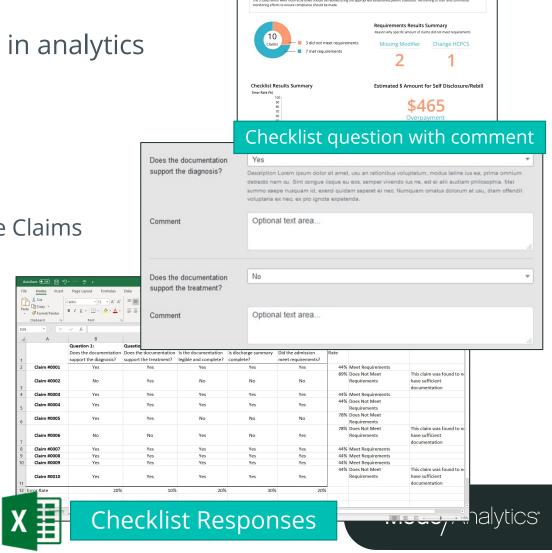
Internal Review - Workflow

Launch collaborative investigations into any data set – Now ready for beta usage upon request

Empowers users validating opportunity/risk found in analytics

Highlights:

- Group level reviews into Opportunity/Risk
 - Random Selection functionality
- Determine group-level conclusions
 - Based on applying custom Checklists to multiple Claims
- Support for all data types
 - Claims, Line items, Denials/Remits, Risk Flags
 - Start Review from any Detail Report
- Export Group Conclusions in multiple formats
 - PDF, Word, & Excel
- Analytics for Reviews and Checklists
- Actionable overview dashboard
- Robust contextual data



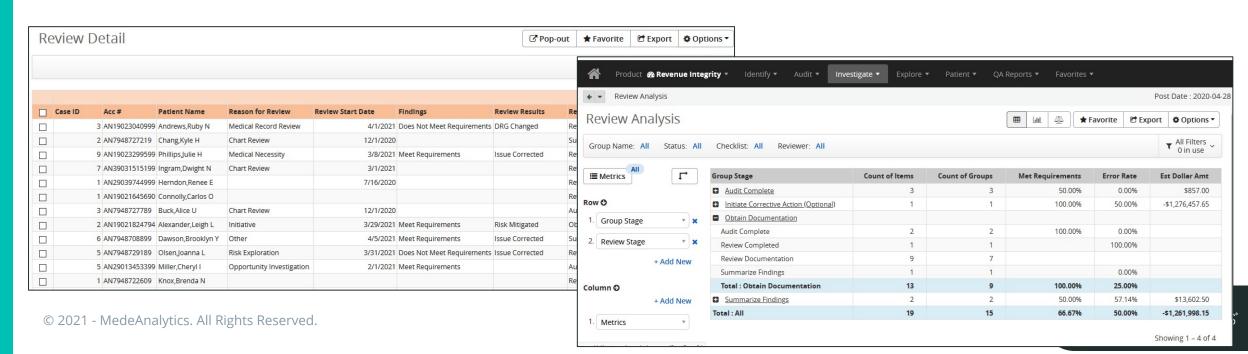
Summary Board

Internal Review - Analytics

Analytics on new Internal Review Workflow Application

Foundational insights into:

- Group-level reviews
 - Stage, # of Items, Error Rates, Est Dollar Impact
- Detail-level Reviews with Checklist Questions/Answers



Audit Workflow

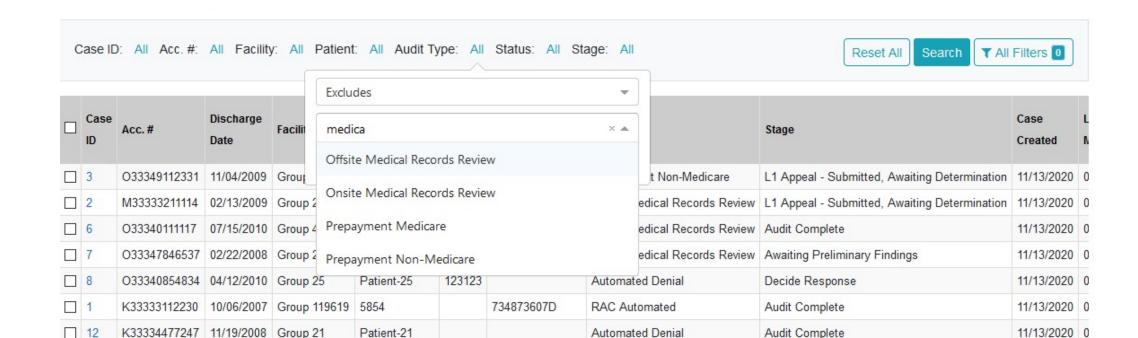


Audit Workflow - Filtering

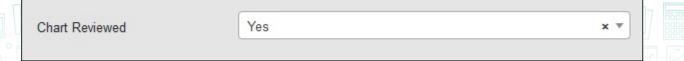
Significant improvement to searching capabilities and general usability of Audit Filtering

- Highlights
 - Improved UI
 - Emulates Quick Filter / More Filters approach
 - Supports long search queries
 - Filter additional fields not present in table
 - Extensive options for search criteria

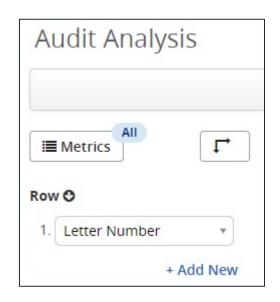
- Quick Auto-completion (including user inputted values)
- Full support with existing Workflow functionality



Other Audit Updates



- New Audit input field "Chart Reviewed"
 - Denote whether an Audit received external review (Yes/No)
 - Available on Audit Analysis
- New dimension for 'Letter Number'
- Additional 'Auditor' options
 - You can now select UPIC, PSC, or SMRC
- Additional 'Reason for Audit' options
 - Improper Payments, APC Coding Validation, Patient complaint



Additional RI Updates



Redesigned Landing Pages

We've refreshed select landing pages with additional actionable insight, easy monitoring of KPIs, and quick filters.

Impacted RI Roles:

- Audit Coordinator
- Compliance Director

Notes:

- Remaining landing pages will be refreshed during Q2
- You can always create your own personalized landing pages

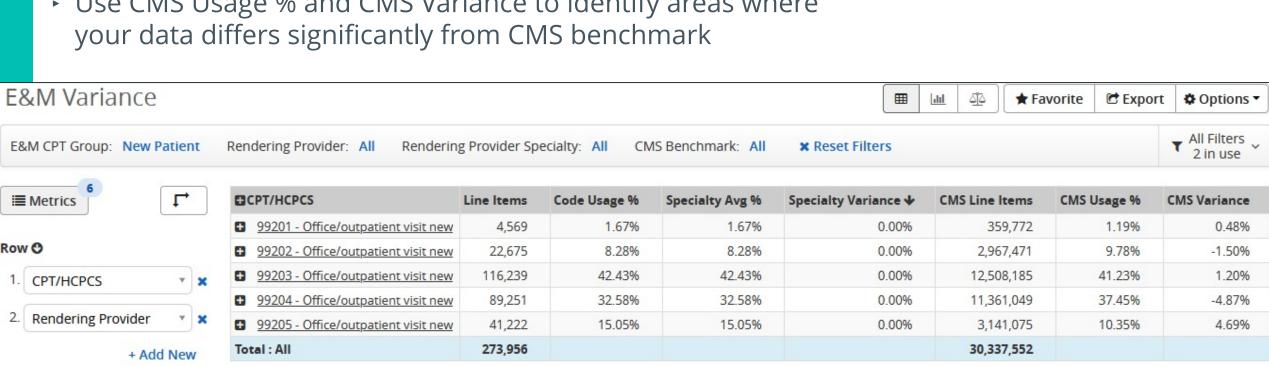


E&M Variance Updates (Professional

Updated Professional E&M Variance Analytics to benchmarked comparisons into CMS PSPS data

Available in existing E&M Variance report

- Filter by CMS Specialty Code
- Use CMS Usage % and CMS Variance to identify areas where your data differs significantly from CMS benchmark



E&M Variance

E&M CPT Group: New Patient

E&M Variance

■ Metrics

Identify ▼

Revenue Risk

E&M Variance

99201 - Office/outpatient visit new

Renderii

CPT/F

Explore ▼

Documentation Opportunities >

Education Opportunities

Performance Dashboard

Denial Root Causes

QA Reports

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Core BOS Analytics Enhancements

Smarter Drilldowns

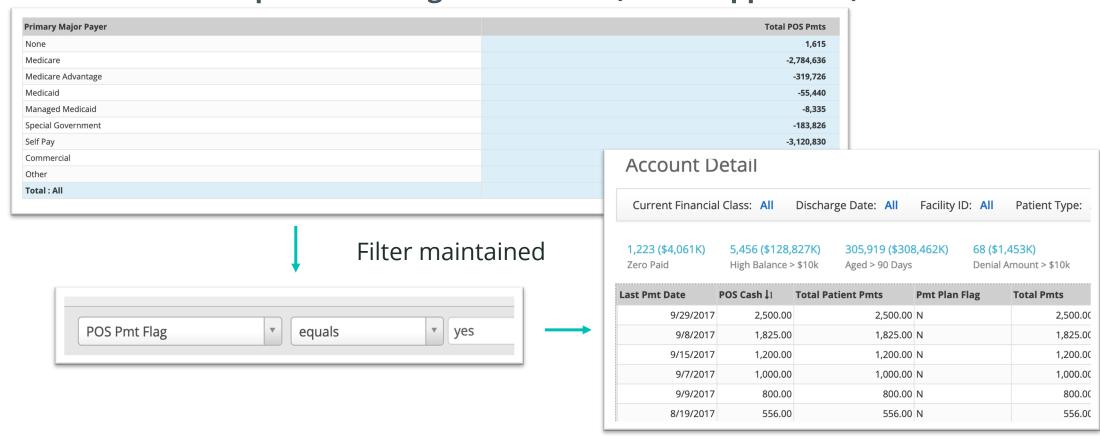
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More informative Mapping Outputs



Core BOS Analytics Enhancements – Smarter Drilldowns

- Drilldowns are now more intuitive:
 - Metric filters persist through drilldowns (where applicable)



Core BOS Analytics Enhancements – More Informative Mapping Table Outputs

- Unmapped vs Blank codes are delineated explicitly within reporting
 - Quickly identify codes where mapping table updates may be required
 - Clearly see where raw data is missing and therefore not populating a derived field

Empowers end-users to directly understand raw data vs mapping issues

Code present in data but without a match to mapping table

No code being sent, mapped field indicates "blank code"

Code and mapping table populated (no issues)

Patient Type Patient Type Description

T Unmapped Code

Blank Code

PRIVATEless prior

Data Load Optimizations

Tooling & Product Architecture Updates



Data Load Optimizations – Tooling & Product Architecture Updates

Continued investment in our tooling and product architecture to bring you best-in-class performance and extensibility

- DO
- Improved (shortened) data load load times
- Ability to reload and re-run data with less overhead (faster turnaround times)
- Numerous table architecture improvements to further streamline product extensibility (greater speed to value for personalization requests and other client specific enhancements)

BOS Engage Patients Module Update

Medicaid Eligibility Screening



BOS Engage Patients Module Update – Medicaid Eligibility Screening

Pre-emptively screen for Medicaid Eligibility

Engage Patients users may now elect to enable Medicaid Eligibility Screening*

Ability to customize screening logic based on regulations and organizational

policies

Emdeon Score Date	Emdeon Medicaid Eligibility	Emdeon Expiration Date	
1/29/2020	ELIGIBLE	1/28/2021	
1/29/2020	PAST ELIGIBLE	1/28/2021	
1/29/2020	PAST ELIGIBLE	1/28/2021	
1/29/2020	ELIGIBLE	1/28/2021	
1/29/2020	ELIGIBLE	1/28/2021	
1/29/2020	PAST ELIGIBLE	1/28/2021	
1/29/2020	PAST ELIGIBLE	1/28/2021	
1/29/2020	PAST ELIGIBLE	1/28/2021	
1/29/2020	ELIGIBLE	1/28/2021	
5/4/2020	PAST ELIGIBLE	5/4/2021	

^{*}a separate fee to enable Medicaid Eligibility Screening may apply – please check with your Account Manager for more details.



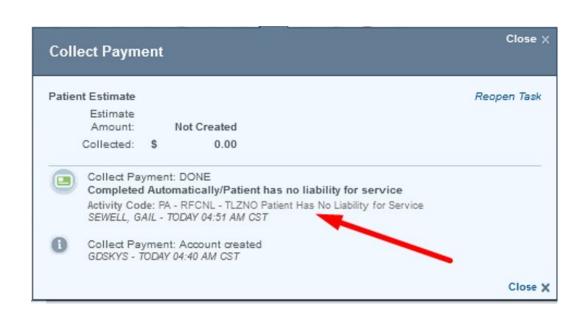
Patient Access

Automated Activity Codes



Automated Activity Codes

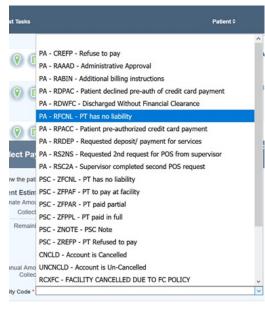
Automated Activity Codes feature allows for an Activity Code to be automatically added in a task when any Autocomplete is triggered.



- This feature can help registrars avoid the unnecessary clicks to set an activity code on a task.
- Organizations can use this feature to improve their registration efficiency and report on their different automated activities within their registration process.
- e.g. If an organization autocompletes their Collect
 Payment task when there is a patient liability = 0, now
 clients can also include their activity code of their
 choosing to be stamped along in the history of the
 account, in this case "Patient has no liability for
 services".

Automated Activity Codes

Without Automation



Steps:

- 1. Select drop down menu of activity codes
- 2. Select appropriate activity code
- 3. Change task status



With Automation

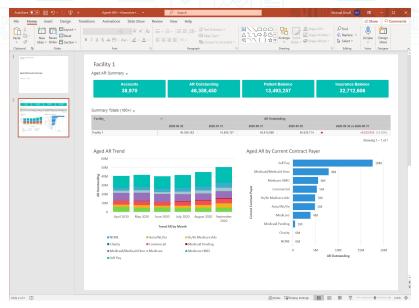
Steps:

1. Select which Activity Code should be set automatically with an autocomplete (one-time design)

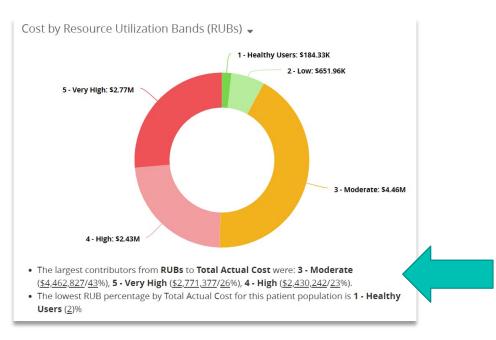




MedeWorks Aruba Release Features

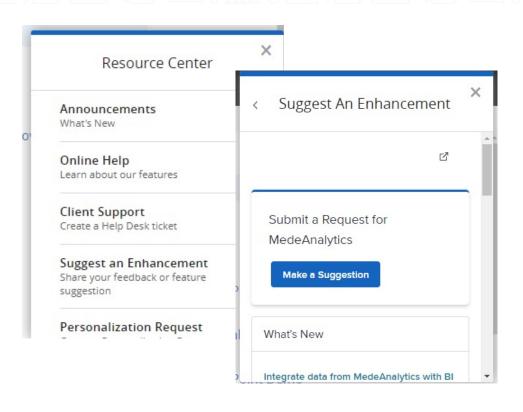


Export to PowerPoint v1



Smart Narratives – v1 (config required)

MedeWorks Aruba Release – Resource Center



Resource Center

Print Ready Dashboards – Export to PowerPoint

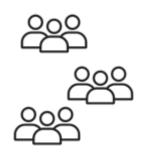
- New PowerPoint option on online and scheduled exports of dashboards
- Export to Standard or Widescreen slide size
- A limited number of chart types editable in Chart Builder
- Initial version April 2021 (Aruba release)
- Enhancements will continue into 2021 combine
 Print Ready Dashboard with SSRS report,
 additional chart types editable in Chart Builder,
 Image Support, Editable Summary report in
 PowerPoint, Print Preview, PPT Theme Support



Why Export to PowerPoint?



Save Time – Export charts and reports directly to PowerPoint, bypassing time-consuming steps to copy/paste content from MedeAnalytics into PowerPoint



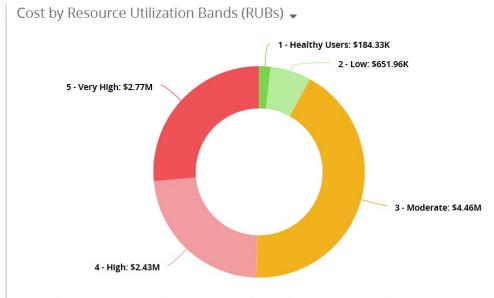
Expand Your Reach – Automation of sending charts / reports from MedeAnalytics to PowerPoint allows you to expand the number of people / companies who receive these types of reports



Self-service "Bespoke" Reporting – Meet the unique reporting needs of executives and people who aren't users of MedeAnalytics

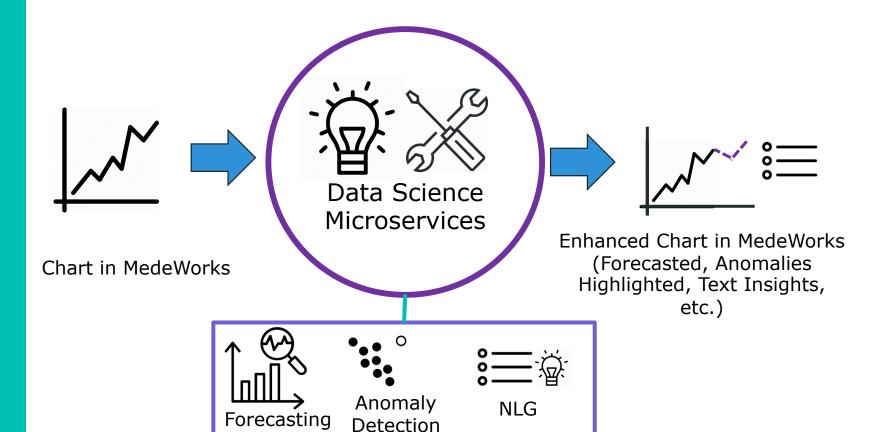
Smart Narratives v1

- Q1 version: Pre-configured text dynamically describes the data on dashboards
- Leverages Microservices built by the MedeAnalytics
 Data Science Team
- Narratives can include "largest contributors" narratives based on configurable thresholds
- Bora Bora release version (July 2021) will include Chart Builder support, allowing for end users to add smart narratives on a self-service basis



- The largest contributors from **RUBs** to **Total Actual Cost** were: **3 Moderate** (\$4,462,827/43%), **5 Very High** (\$2,771,377/26%), **4 High** (\$2,430,242/23%).
- The lowest RUB percentage by Total Actual Cost for this patient population is 1 Healthy Users (2)%

MedeWorks – Data Science Microservices

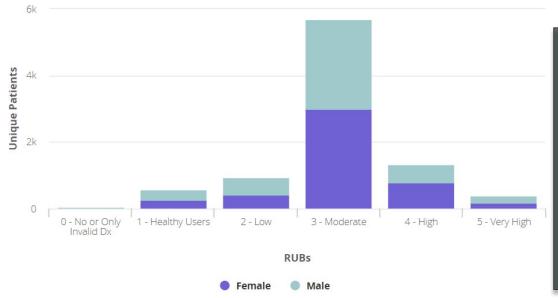


Algorithms

- Data Science Microservices
 allow for enhancing charts in
 MedeWorks with enhanced
 data such as forecasts,
 flagging outliers, and adding
 text narratives
- Charts are refreshed with updated forecasts / outliers / narratives when new filters are applied

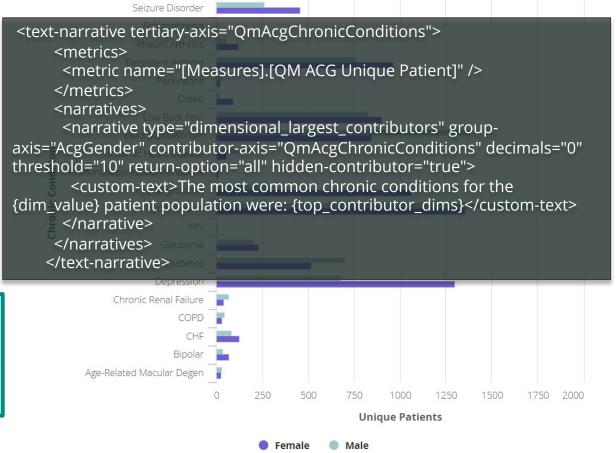
Smart Narrative Example

RUBs for Patients with Chronic Conditions -



- The most common chronic conditions for the **Male** patient population were: **Hypertension** (1860/24%), **Lipid Met Disorder** (1392/18%), **Low Back Pain** (827/11%), **Persistent Asthma** (761/10%)
- The most common chronic conditions for the **Female** patient population were: **Hypertension** (1359/16%), **Depression** (1299/16%), **Hypothyroidism** (1062/13%), **Persistent Asthma** (963/12%), **Low Back Pain** (903/11%), **Lipid Met Disorder** (846/10%)

Unique Patients by Chronic Condition / Gender •





Additional Resources

- MedeLearning
 - MedeLearning is the MedeAnalytics Learning Management System, powered by SAP Litmos. You'll find MedeAnalytics platform and product training, webinars and other elearning topics there.
 - Log in at https://medelearning.litmos.com
- Online Help
 - MedeAnalytics Online Help is built in to the MedeAnalytics Platform. The online help is accessed from the question mark icon in the top right of MedeAnalytics products.
- Release Notes

