Commercial Risk Adjustment: Program Overview

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<td>Due to healthcare reform, healthcare insurers may no longer perform medical underwriting on individual and small group health insurance applicants. Therefore, to ensure stability within the markets, the Affordable Care Act (ACA) provides several protective programs; one of those programs is the Commercial Risk Adjustment Program.</td>
<td>In accordance with the ACA, carriers are outreaching to members and providers to ensure medical conditions are coded to accurately reflect the true health status of members. Anthem Blue Cross and Blue Shield (Anthem) has contracted with Inovalon to help with this outreach. You may receive letters from Inovalon asking you to outreach to patients. Due to our partnership, we expect you to participate in the CRA initiatives including the Prospective and Retrospective programs outlined below. See the What’s in it for you section for specifics on reimbursement related to the Prospective program.</td>
<td>First, these tools help you outreach to members who may have undocumented conditions and get them in for office visits earlier. Second, we’ve heard resoundingly from providers that participation in these programs helps them better evaluate members and, as a result, perform more strongly in population health management and gain sharing programs. Many cite that they ask different questions today that allow them to better manage members end to end. Finally, when you see Anthem members, you will receive payment for the visit as outlined in your participation agreement and will also be provided an additional incentive for completing a SOAP Note using the ePASS tool -- $100 for electronic submissions and $50 for paper submissions. Some offices have been able to add a resource based on the additional revenue this program generates, recognizing this is “the new normal” as more members enroll in ACA products.</td>
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Members Impacted: Individual and small group members who purchased On-Exchange or Off-Exchange insurance plans.

There are two distinct programs - Prospective and Retrospective - that focus on performing appropriate interventions and chart reviews for patients with undocumented Hierarchical Condition Categories, in order to document and close the coding gaps.

1) **Prospective Program:** Prospectively, we intervene to get the right members in for clinical assessments. Sophisticated predictive models are used to find members whose history suggests a high likelihood of chronic, additional, worsening, or more optimally classified disease state. We always encourage members to form a relationship with their Primary Care Physician to complete these clinical assessments; however, members that are unable to meet with their PCP may be targeted for an evaluation through a Retail Health Clinic or in-home assessment.

2) **Retrospective Program:** Retrospectively, certified coders review medical charts for existing, paid claims to determine if there are supplemental diagnoses to code. Logic-driven algorithms analyze clinical data to determine the right charts to review to close coding gaps.

Ways You Can Submit SOAP Notes/Medical Charts

- SOAP Notes may be submitted via ePASS through Inovalon or paper SOAP Notes may be submitted via fax to 1-866-682-6680.
- Medical Charts should be faxed directly to 877-221-0604.
- For more information on CRA Programs, please contact the following California CRA representatives:
  - Soccoro Carrasco, Network Education Rep Sr. (725) 200-4477 soccoro.carrasco@anthem.com
  - Miriam Mondragon, Network Relations Consultant Sr (818) 234-3190 kathleen.mccartt@anthem.com
  - Gabriel Cortwright, Network Relations Consultant (818) 254-6525 gabriel.cortwright@anthem.com

You're Not In This Alone

- Anthem and Allscripts are partnering together for electronic access to medical charts – we can get you signed up in minutes!
- Additional EHR connectivity available via NextGen, MEDENT and athenahealth EMRs.
- Inovalon offers scheduled webinars to review the ePASS tool for SOAP Note electronic submissions.
- Please inquire if your practice currently uses an assessment format that could be accepted in place of the SOAP used by Inovalon

Key Dates

- Providers need to submit SOAP Notes for 2018 visits by **February 15, 2019** in preparation for final submission.
- Medical Charts for 2018 visits need to be collected by **October 31, 2018**.