

OUTDATED CHART MANAGEMENT STRATEGIES ARE COSTING YOU MORE THAN YOU KNOW

Discover 3 ways technology-driven solutions can modernize your health plan's chart management strategy.

FIND OUT HOW 

INTRODUCTION

Much of member health data is scattered across various departments, systems, and formats, making it a daunting task for health plans to access and manage this data in an efficient manner. Instead, these organizations must partake in a time-consuming and costly chart retrieval process that is impacting their ability to enhance patient outcomes, drive value-based care initiatives, and meet regulatory requirements.

Additionally, the process of analyzing this large volume of data can be highly complex, often requiring specialized personnel to properly interpret information quickly and effectively. Moreover, storing patient charts on-site within a health plan's internal data warehouse poses privacy concerns due to the sensitive nature of PHI. To address this, access must be tightly restricted while still enabling authorized individuals to promptly retrieve the required information.

Thankfully, however, health plans are now adopting technology-driven data management solutions. This data management approach provides healthcare organizations an efficient and cost-effective method for acquiring, aggregating, and analyzing member chart data.

Read on to see how utilizing Apixio's Apicare ChartSpace™ supports health plans in improving their:

- ➔ Chart storage and access capabilities
- ➔ Ability to collect evidence for their RADV audit
- ➔ Chart transfer processes

1. SIMPLIFIED CHART STORAGE AND ACCESS

PROBLEM

Without the right technology, chart chasing is a grueling task. Whether requesting one or multiple charts, health plans must manually search through various warehouses and systems, placing IT requests, or sometimes relying on third parties with slow, unfriendly user interfaces to maintain their data.

Regardless of their method, searching for a chart is a complicated process, leading to administrative burden that results in a sometimes expensive alternative: reaching out to the provider to obtain the chart again. Once retrieved, teams are then hit with another roadblock of how to securely and centrally store these charts for future use.

FIX

Technology-driven solutions allow your health plan to centrally store and access charts. With real-time access to charts, by necessary departments, Apicare ChartSpace enables teams to quickly and efficiently review and analyze charts without the help of outside parties or departments.

This slashes chart request waiting periods from weeks to seconds, reduces administrative costs, and simplifies the chart management process overall.

"Having real-time, well-organized, secure enterprise-wide access for medical charts is essential for achieving our goal of streamlining activities and reducing administrative waste. Apicare ChartSpace gives us a robust solution that allows us to operate more efficiently and fully leverage data to enhance our member's healthcare experience and outcomes."

SVP, ACTUARIAL SERVICES

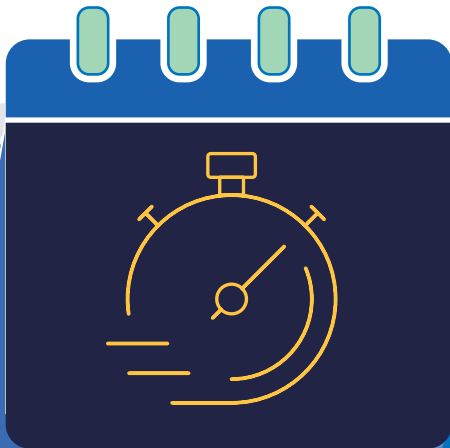


2. STREAMLINED RADV AUDITS WITH REAL-TIME SEARCH CAPABILITIES

PROBLEM

Health plans face significant challenges in collecting the evidence needed for RADV audits. In order to collect needed data and evidence, manual searches through multiple systems are required, taking up valuable time and resources that could be better spent elsewhere.

Despite these efforts, teams still struggle to obtain accurate ICD and HCC evidence, resulting in higher costs for health plans as they continue to retrieve previously coded charts.



FIX

Apixio's Apicare ChartSpace streamlines the RADV audit process. By utilizing Apicare ChartSpace as their centralized enterprise-wide health data management solution, health plans can now instantly search, filter through, and surface charts containing relevant data and evidence to support their submissions.

By simply searching for a required piece of evidence within Apicare ChartSpace, healthcare teams across the enterprise have immediate access to necessary data and evidence and are ready for submission.

"It is very intuitive. Compared to the other platform...the difference is night and day. It is so much easier to search and find a chart, the team did not need any assistance, nor needed to look at the user manual. We searched for charts by chart ID, but also have already been doing some research on depression (HCC 59), using the clinical findings search function. We received the results within seconds and that was very impressive."

RISK CODING DIRECTOR

3. SECURE CHART TRANSFER CENTER

PROBLEM

Accessing, aggregating, and sharing data with health plans, vendors, and providers has been fragmented and time-consuming. Teams must manually search through countless documents and sources to find the right patient information and highlight where specific encounter notes do not adhere to regulatory requirements.

Managing and sharing these charts with various partners and for various needs often leads to inefficiencies, delays, and the need to engage with other teams to review and confirm the accuracy of shared charts.



FIX

Apicare ChartSpace simplifies the tedious process of chart transfer between health plans and vendors. With its easy-to-use search capabilities, charts can be quickly identified and packaged for transfer.

With Apicare ChartSpace's Chart Transfer Center, health plans can select the specific vendor they need and get notifications when the charts have been received. This makes it possible to quickly get critical information where it needs to be, while also streamlining operations and saving time in the process.

The Chart Transfer Center's capabilities ensure a smooth exchange of information between health plans and vendors, alleviating previous concerns regarding the accurate delivery of charts.

"Bulk search worked in a pinch for me, a task that would normally take me 30 to 60 minutes, I now got done in a minute."

DIRECTOR,
RISK ADJUSTMENT PROGRAMS

WITH APICARE CHARTSPACE, HEALTH PLANS CAN NOW OVERCOME LONG-STANDING CHALLENGES

Apicare ChartSpace offers powerful features that enable health plans to better manage their charts across the enterprise. Each department has the ability to digitally store and centrally access medical charts in real-time. Built with the latest technology, our solution enables healthcare organizations to securely ingest, store, and analyze charts of different formats (PDFs, images, HTML, CCDA, and FHIR®) that have been retrieved from various EHRs.

Our intuitive health data management platform is designed with usability in mind. By leveraging our solution, your health plan can be confident in your chart management process and improve your organization's operational, member care, and financial outcomes.

ABOUT APIXIO

Apixio is advancing value-based care delivery with data-driven intelligence and analytics. Our AI-powered Apicare platform gives value-based care organizations across the healthcare spectrum the power to mine clinical information at scale, creating meaningful insights that will change the way healthcare is measured, care is delivered, and value is realized.



READY TO TAKE YOUR HEALTH DATA MANAGEMENT PROCESS TO THE NEXT LEVEL?

See how Apixio's Apicare ChartSpace could work for your health plan.

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