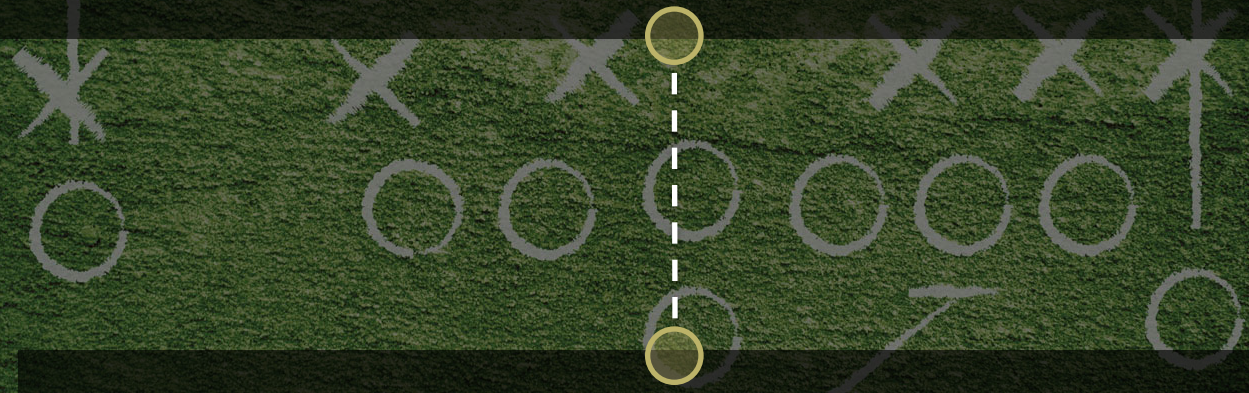

PLEXIS™
HEALTHCARE SYSTEMS
EMPOWERING THE
BUSINESS OF HEALTHCARE

ENCOUNTER DATA PLAYBOOK



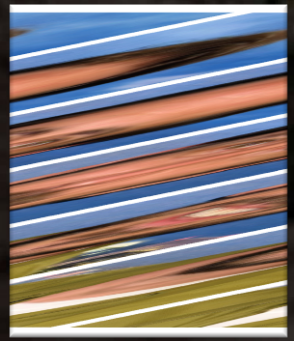
Best practices for approaching and optimizing the pay-per-performance benchmark driving healthcare accountability

Encounter Data Playbook: Speakers



Dean Hill – PLEXIS EDI Specialist

- ✓ 25 years of experience in healthcare systems management
- ✓ Subject matter expert to hundreds of healthcare payer organizations
- ✓ Supports 65 health plans across 32 states
- ✓ Over 400 X-12 client implementations
- ✓ Leads client delivery team for EDI transactions



Jamie Chesak – PLEXIS EDI Specialist

- ✓ 20 years of developing and implementing database applications
- ✓ Long term commitment to HIPAA mandated ASC X-12 transaction
- ✓ Devotes professional time to the architecture of an integrated X-12 transaction engine for healthcare

PLEXIS is trusted and built on partnership

With years of experience developing and implementing EDI solutions – we understand you and your business

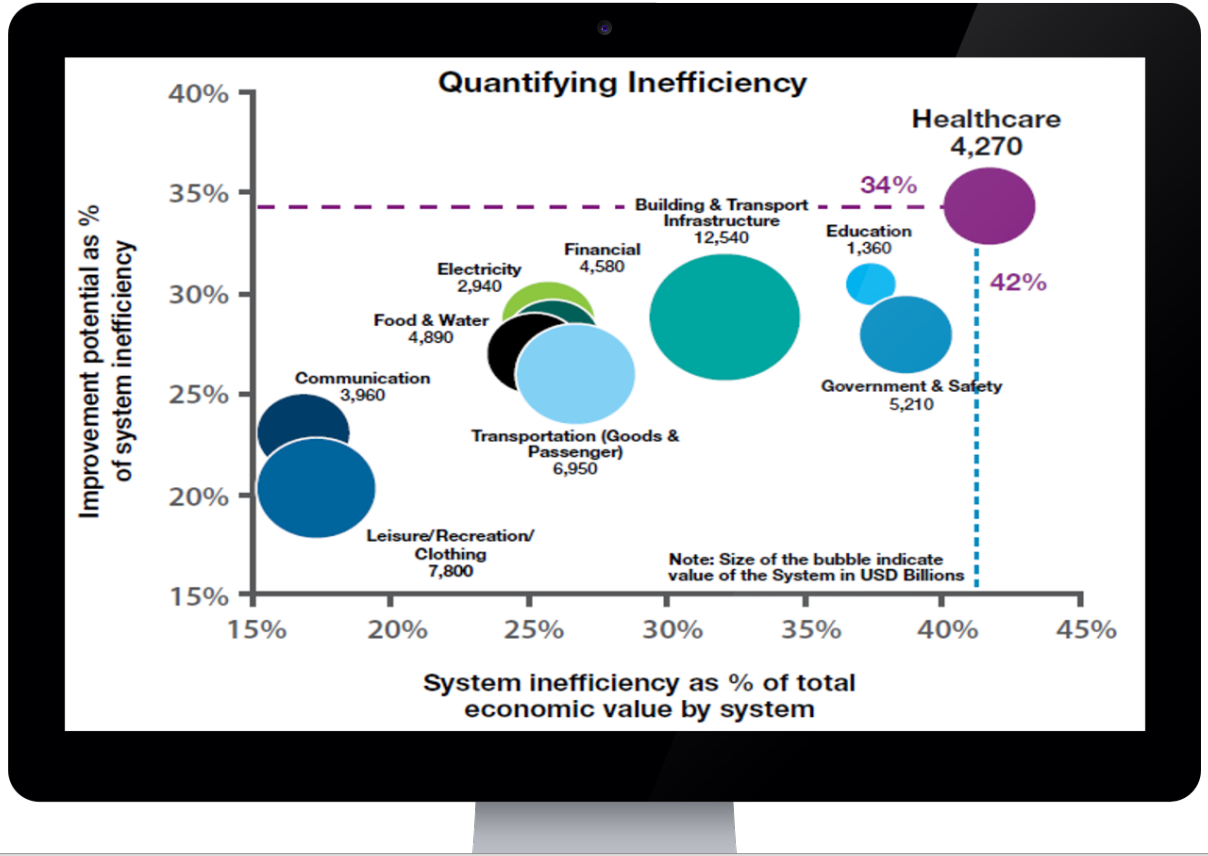
19YRS
PIONEERING
PAYER
SOFTWARE

95%
LIFETIME
CUSTOMER
RETENTION

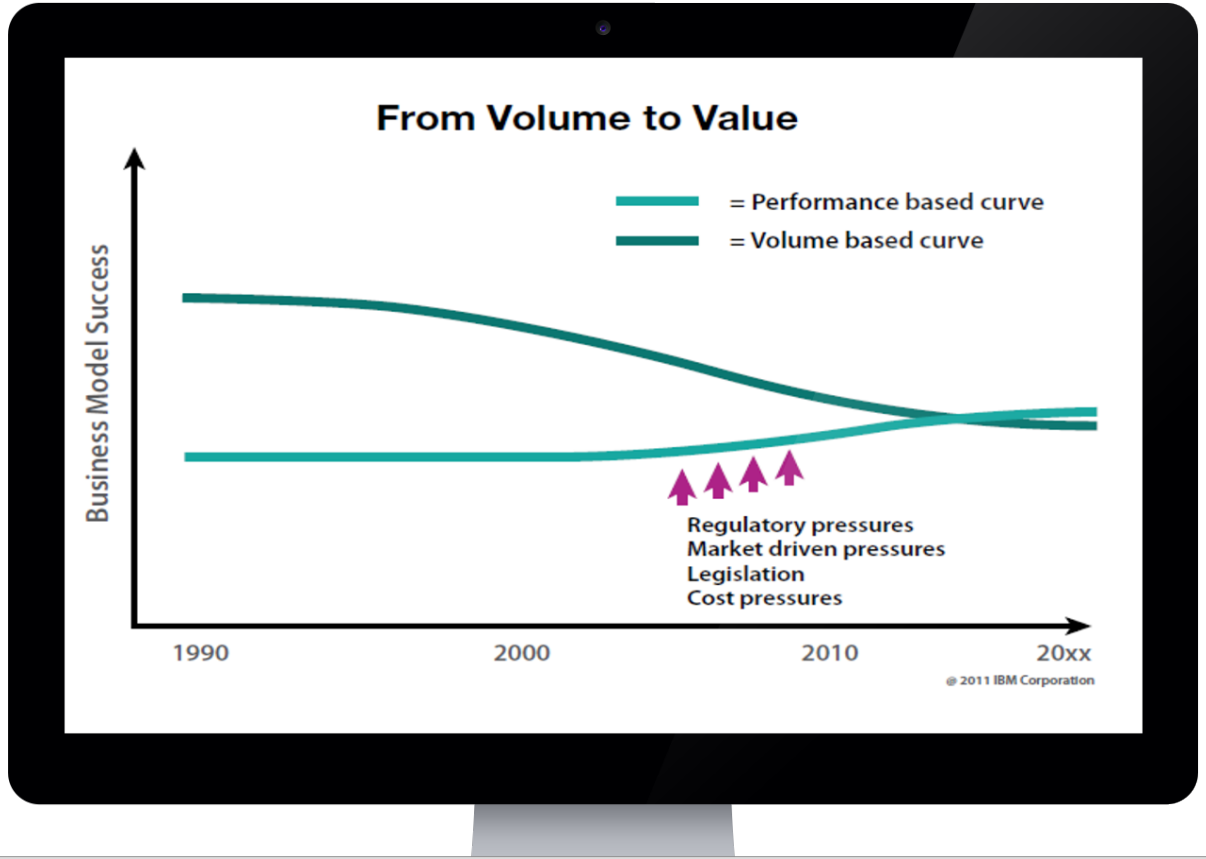
100+
CUSTOMERS
DOMESTIC &
INTERNATIONAL



Encounter Data: Healthcare Reform to Improve Efficiencies



Encounter Data: Performance Based Curve is Disrupting Industry



Encounter Data: 8 points on what is it and why it matters?

1. Requirement for Medicaid and Medicare Advantage (CMS)
2. Encounter Data is the "Gold Standard" for measuring healthcare performance
3. The pay for performance metric for measuring quality, performance and delivery
4. Driving transformation to **quality** based reporting versus **quantity** (utilization)

Encounter Data: 8 points on what is it and why it matters?

5 Ultimate determiner for health plans incentives, reimbursements and risk scores

6 Millions of dollars at stake for health plans

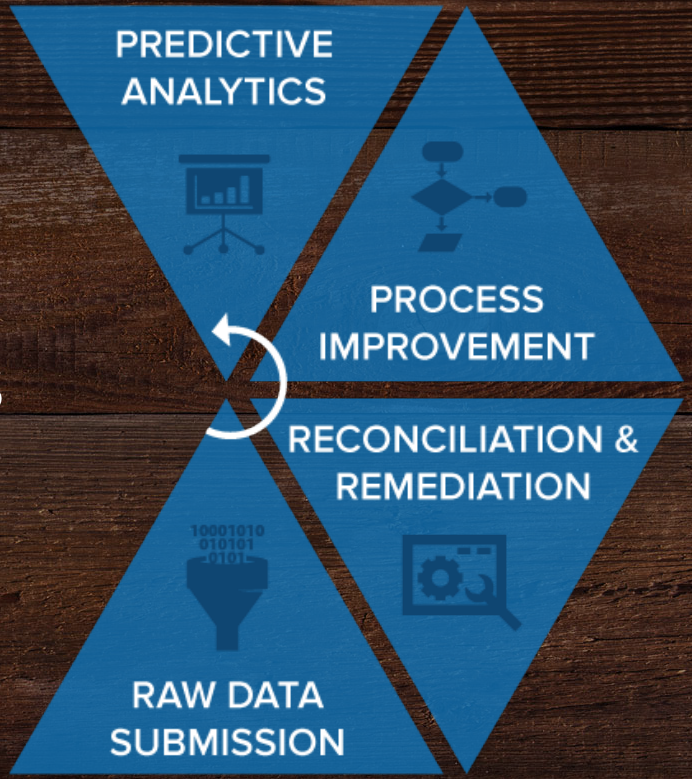
7 High Quality Bonus (5%) for achieve CMS 5-Star program

8 Average Medicare Advantage rating is 3.47 stars



Encounter Data: Hierarchy of Encounter Data

HIEARCHY OF
ENCOUNTER DATA
SUBMITTAL PROCESS
CAPABILITIES



Encounter Data: Validating Your Process Ahead of Reporting

- ✓ Understand all your data sources
- ✓ Upfront data validation
- ✓ Visual process to track the work-flow
- ✓ Understand rules to align with Medicaid | Medicare
- ✓ Monitor and track through remediation to acceptance
- ✓ Prioritize on hierarchy of importance – HCC coding ability from the MAO4 report
- ✓ Continuously monitor your data for accuracy, completeness, and consistency. This is not a one-time or once a year project



Encounter Data: 5 Steps to Identifying Key Indicators

1. Have a visual tool enabling you to see the full workflow
2. Track your % error rate
3. Go beyond acknowledgement of file acceptance
4. Track, understand, and analyze the response
5. Follow through on remediation and reconciliation

Encounter Data: Indicators of an Incomplete Process

- ✓ Not inspecting the efficacy of your process
- ✓ Inability to visualize your full EDI workflow
- ✓ Limited expertise to achieve the right X-12 format
- ✓ Incomplete submittal process enabling track/monitoring your submittal

- ✓ Not understanding the hierarchy of notifications – 999/277/MAO
- ✓ Incomplete remediation and reconciliation process
- ✓ Failure to audit your process

Encounter Data: Customer Example



- ✓ CMS 5-Star Health Plan with Medicare Advantage
- ✓ Doing everything right to excel as a top-tier health plan
- ✓ Inaccurate reporting of encounter data
- ✓ Services rendered and paid, but not accurately reported to CMS
- ✓ The equivalent of homework completed, but not turned in to get credit



COSTING THE HEALTH PLAN $1,000,000 IN INCENTIVE REIMBURSMENT

Encounter Data: Best Practices



Inspect the efficacy of your process – Ask questions



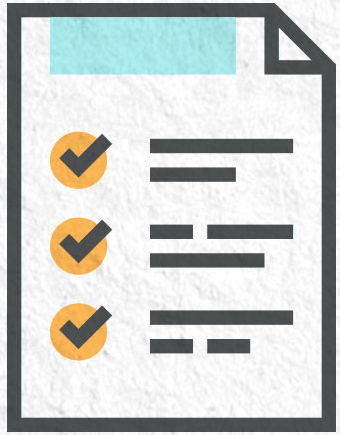
Process excellence yields predictability of performance



Leverage a third party resource versus DIY

- ✓ Full visualization of EDI workflow process – with transaction logging
- ✓ Track your error % rate
- ✓ Focus on the high priority claims
- ✓ Track all workflow steps
- ✓ Audit frequently for accuracy
- ✓ Systemically remediate errors
- ✓ Track resubmittals % accepted

Encounter Data: Key Questions to Ask



1. How confident are you in your process and the reporting?
2. What is your investment to achieve a desired outcome?
3. Are you able to visualize your encounter data workflow?
4. What % result in 999/277/MAO errors?
5. What is your overall % of accuracy for submissions
6. Do you have awareness of the Hierarchical Condition Categories (HCC's)?
7. As CFO, can you attest to the accuracy of your process and results?

PLEXIS ECOUNTER DATA PLAYBOOK: OUR OFFER TO YOU

1

Are you a candidate for greater efficiencies?

2

Do you have roadblocks with your electronic data processing or encounter data reporting?



FREE ASSESSMENT

Let our EDI Specialists at PLEXIS conduct a EDI Ignite health-check of your data ecosystem. **Assessment includes:**

Identifying common symptoms of process deficiencies

Prescribing best practices for maximizing the value of your data



If you have any additional questions or would like a 1:1 demonstration of PLEXIS EDI, please send an email to bkraus@plexisweb.com or send an inquiry through www.plexishealth.com