

TESSELLATE™

Driven by Data. Inspired by Outcomes.

Retrospective Chart Retrieval and Review

Retrospective Chart Retrieval and Review is just one of many services from Tessellate to help you achieve risk score accuracy goals. Our multi-faceted program combines gap identification, chart retrieval and chart review to find missing or inaccurate diagnostic codes and ensure that members are appropriately coded and documented. We also offer Risk Adjustment Data Validation (RADV) support in case of an audit. All of these pieces show where you've been historically and can help guide you in the right direction moving forward.

Gap Identification

By utilizing proprietary data-driven algorithms and health plan data, medical conditions are identified for members that were not reported during the measurement year. During this process, we also validate existing codes in the record. Once a medical condition is identified, we leverage a proprietary analytics engine that is configured to your specific needs. This engine evaluates a number of factors, such as providers, claims, HCC, and RAPS/EDPS data to target and rank members, conditions, and the best possible locations for record retrieval.

Chart Retrieval

We contact providers and facilities to retrieve requested medical records through fax, mail, remote EMR, and onsite in order to minimize provider disruption. An online portal allows you to monitor retrieval rates and provider issues throughout the entire process. We provide a SFTP site solely to you for the secure exchange of PHI-related data to ensure complete confidentiality and HIPAA compliance. The platform also supports bulk loading of records.

Chart Review

Once we obtain all requested medical charts, our on-shore team of AHIMA and AAPC-certified medical coders review the records to capture any risk adjustment medical conditions that were not previously reported for the measurement year. This review also validates existing condition codes in the record. Our review and coding application is web-based, which allows for efficient and high-quality review, coding, and quality assurance. We perform internal quality assurance checks as well as engage a third-party auditor who performs two audits per year to ensure at least a 95% accuracy rate for you.

RADV Support

As an added benefit, Tessellate offers management, retrieval and coding services to fully support a RADV audit. We identify all medical records for a RADV targeted member, retrieval, and medical record review of those records as well as ranking for submission to CMS. The RADV audit program is guided by a comprehensive RADV MA Audit Playbook which was created for a national sample or contract level audit. The playbook features a structured plan to fulfill applicable regulatory requirements outlined within a CMS notification for a RADV audit and is divided into three phases: Audit Process, Appeal Process, and Audit and Appeal Closure. We will be with you every step of the way.



Solution Benefits:

- ▶ Code reviews by AHIMA and AAPC-certified medical coders
- ▶ Improved member risk scores
- ▶ Reviews to ensure CMS compliance
- ▶ Comprehensive documentation
- ▶ Experienced team to assist with RADV audits

Why Tessellate?

At Tessellate, our goal is to help you succeed. We are a leader in the health care industry offering proven solutions to health plans and providers that demonstrate improved Risk Score accuracy, reduced RADV audit risk and increased Star Ratings. Regardless if you are new to Medicare Advantage or simply want to improve upon your current success, we will collaborate with you to offer technology-enabled, multiple-point services, designed to achieve your goals. Our end-to-end Risk Adjustment and Quality programs bring together every piece of the puzzle to form seamless strategies that will improve revenue integrity and lower your administrative costs. These solutions are provider-centric, less abrasive and quickly implemented. With a client-first commitment, Tessellate has an established track record of delivering value and quality, and we are proud to offer our innovative and comprehensive portfolio of services:

- ▶ Comprehensive Medicare Advantage Risk Adjustment and Quality Program
- ▶ Prospective Provider Engagement Coordination Program
- ▶ Retrospective Chart Retrieval and Review
- ▶ Medicare Advantage Risk Adjustment Program
- ▶ Medicare Advantage Quality Improvement Program
- ▶ RAPS and EDPS Submissions
- ▶ In-Home Assessments
- ▶ Enabling Technology Platform (health plan and provider)

Tessellate by the numbers:

- ▶ Serves more than 1 million Medicare Advantage and Commercial members
- ▶ Operates in over 20 states and Puerto Rico
- ▶ Manages over \$5 billion in risk adjustment related revenue
- ▶ Delivers over \$300 million in quality related bonus revenue
- ▶ Achieved 4-Star rating for a National PPO plan year-over-year for the past four years

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To learn more about Tessellate:

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