



RETROSPECTIVE MEDICAL RECORD RETRIEVAL AND REVIEW

Retrospective Medical Record 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, medical record retrieval and medical record review to find missing or inaccurate diagnostic codes and ensure that member conditions are appropriately coded and documented.

We also offer support for clients in case they are selected for a Risk Adjustment Data Validation (RADV) 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.

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.

MEDICAL RECORD RETRIEVAL

We contact providers and facilities to retrieve requested medical records through fax, mail, remote EMR, and onsite collection in order to minimize provider disruption. An online portal allows you to monitor retrieval rates and provider issues throughout the entire process.

We work diligently with providers and your provider network team to ensure a smooth collection process. The platform also supports bulk loading of records.

MEDICAL RECORD REVIEW

Once we obtain all requested medical records, our exclusively on-shore team of AHIMA and AAPC-certified medical coders review records to capture any risk adjustment medical conditions that were not previously reported for the measurement year. During these reviews we can also validate existing conditions in the member's medical record, if requested.

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 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 healthcare 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 (PEC) Program
- Retrospective Medical Record Retrieval and Review
- Medicare Advantage Risk Adjustment Program
- Medicare Advantage Quality Improvement Program
- RAPS and EDPS Submissions
- In-Home Assessments
- Enabling Technology Platform

BY THE NUMBERS

- Serves more than 1 million members
- Operates in nearly 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 since 2012

To learn more about Tessellate:
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