

HEALTHDATAVISION, INC.



Medical Record Retrieval & Review WORKFLOW MANAGEMENT SOFTWARE



Future-proof your
business with
greater power,
flexibility
and scalability



Introducing MRCS Platform

DEVELOPED BY CLINICAL SPECIALISTS FOR CLINICAL SPECIALISTS

MRCS is cutting-edge medical record retrieval and review software, resulting from 20 years' experience in the industry and 10 years of development. Created for HDVI to serve health plans on a full-service basis for their Medicare, Medicaid and Commercial lines of business, MRCS is now available as a Software-as-a-Service (SaaS) solution for plans that desire to use their own resources for retrieval, coding and abstracting, i.e. a self-service model, or on a collaborative basis where we share project responsibility.

As a web-based platform, MRCS allows for fast and easy project launches, significantly lowering costs and speeding time to project completion. Typical setup time for a new project is less than 24 hours.

HDVI seeks to improve the Payer/Provider experience by leveraging proprietary tools within the MRCS platform that serve as real solutions for the obstacles that plans face in achieving Provider satisfaction and cooperation. We work together to lower costs, reduce Provider burdens, and improve relationships with your networks.

Provider Satisfaction Score (Net Promoter Score)



With customer approval, we include a feedback survey within each provider outreach packet or a postcard with a survey link from the field scan technician. Our current NPS score of 53 is well above the average of 24 for health plans and 41 for software.

Source: delighted.com



HDVI met a milestone in 2017, having collected charts across all 50 states plus Puerto Rico, and from over 80,000 Provider offices.



"Everything was very professional and handled quite well."

-Anonymous respondent, Jan. 24, 2017

"You guys are very easy to work with."

-Anonymous respondent, Jan. 20, 2017

Stay safe with
uncompromising
security, PHI
protection and
compliance



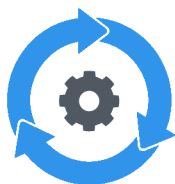
Designed To WORK AROUND YOU

At the front end:



MRCS is a secure, flexible medical record retrieval and review system that houses your chart, Provider, and claim detail data files. It supports both Risk Adjustment and Quality/HEDIS® in a single platform, providing additional cost savings where medical records can be re-purposed across multiple initiatives.

At the back end:



It manages the entire end-to-end project workflow, from medical records retrieval to submissions, helping you to identify areas at risk of non-compliance or gaps in care, with year-round benchmarks and scorecards of results that directly impact revenue.



Here's the technical bit:

MRCS is hosted in a HITRUST-certified cloud-based environment. HDVI implements all IT security best practices, including strong passwords, multi-factor authentication, tight user roles/permissions controls and management, protection and encryption of data in transit and at rest to ensure full HIPAA-compliance. In addition, no files are stored on a user's computer and the information shown on their screen is handled in an encrypted browser session.

"We are fortunate to partner with HDVI in support of our goal to continually improve our HEDIS® scores and STAR ratings. With MRCS, we have confidence that this new process will support our business goals."

Frank Namukangula, Quality & 5 STAR Ratings
Manager at Health New England



Health New England
Where you matter.

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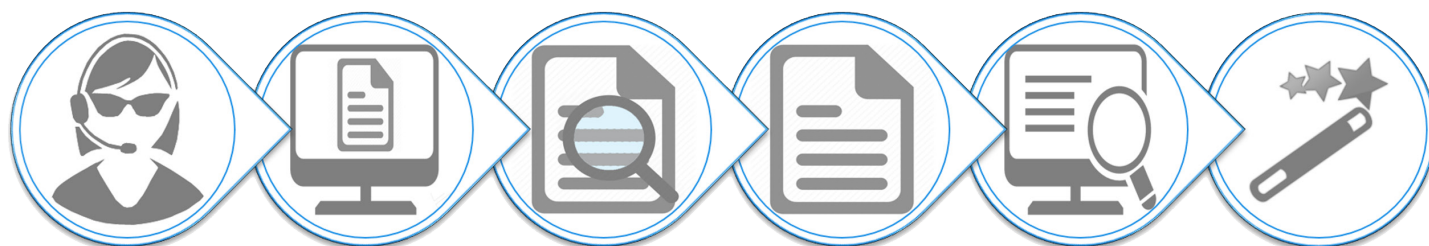
Secure, cloud-based architecture enables you to customize and deploy rapidly



Making MRCS WORK FOR YOUR HEALTH PLAN

A MARKET-LEADING, FLEXIBLE, MOBILE AND SECURE PLATFORM

MRCS collects and reviews medical records year-round or retrospectively, using a standardized process, across all HEDIS® and Risk Adjustment projects.



Provider Outreach

- » Chart retrieval logistics via field scan techs, fax, mail and electronic transfer
- » Integrated fax and barcode for easy chart tracking
- » Inbound and outbound call tracking

Medical Record Intake

- » Automated ingesting of charts into MRCS
- » Scan and FTP integration

Medical Record Quality Assurance

- » Ensure charts are ready for medical record review
- » In-browser chart edits and splits

Medical Record Review

- » In-browser chart viewing and coding/abstracting
- » HEDIS® rules engine
- » ICD-10 identification
- » Claims verifications, deletions and additions
- » Enrollment verification
- » Health status validation

Two-Level Overread

- » Multi-level overread, targeted by measure or percentage
- » Quality assurance score monitoring

Audit Wizards

- » Automated packaging and uploading for HHS-CMS RADV audit as well as HEDIS® projects.

Increase
productivity with
mobile access and
administration for
working on the go



Making MRCS WORK FOR YOUR HEALTH PLAN

MRCS Management Portal offers...

- » Full transparency into projects real-time, within any module-stage – chart retrieval, coding/abstracting results, and overread – at the Line of Business, Market and National levels.
- » Analytic dashboards include progress and performance on numerous project dimensions, plus drill-down into statuses, categories and charts.
- » Real-time reports with flexible sorting and drill-down capabilities enable rapid decision making.
- » A Pend Center to address issues with Providers.
- » Ability to track Providers requiring medical record copy costs and/or pre-payments.
- » An portal to securely transfer files to HDVI and download files into Excel.

HDVI has launched a mobile app (iPhone/iPad) for real-time visibility into chase (chart) status, outstanding Pends and key reports.

v4.90.3.1

250 record(s) of 275 returned

CHASE ID	PROJECT NAME	CHA... STA...	CLIENT KEY	CLIENT NAME	LAST	TOTAL RISK LINES
1952890 (0 pursuits)	GoldStar 2016 VDA 12345	MRR-MASN	12345_GSEID279773_GSAID2621545	GoldStar Health Plan (SO)	MvrLName00279773	2
1952886 (0 pursuits)	GoldStar 2016 VDA 12345	MRR-RDY	12345_GSEID279779_GSAID0028482	GoldStar Health Plan (SO)	MvrLName00279779	2
1952884 (0 pursuits)	GoldStar 2016 VDA 12345	MRR-RDY	12345_GSEID279779_GSAID0068483	GoldStar Health Plan (SO)	MvrLName00279779	11
1952882 (0 pursuits)	GoldStar 2016 VDA 12345	MRR-RDY	12345_GSEID279779_GSAID0099927	GoldStar Health Plan (SO)	MvrLName00279779	8
1952875 (0 pursuits)	GoldStar 2016 VDA 12345	MRR-RDY	12345_GSEID279644_GSAID0035907	GoldStar Health Plan (SO)	MvrLName00279644	2
1952873 (0 pursuits)	GoldStar 2016 VDA 12345	MRR-RDY	12345_GSEID279644_GSAID0068272	GoldStar Health Plan (SO)	MvrLName00279644	10
1952868 (0 pursuits)	GoldStar 2016 VDA 12345	MRR-RDY	12345_GSEID279673_GSAID2621657	GoldStar Health Plan (SO)	MvrLName00279673	8
1952855 (0 pursuits)	GoldStar 2016 VDA 12345	MRR-RDY	12345_GSEID279708_GSAID0014498	GoldStar Health Plan (SO)	MvrLName00279708	9
1952853 (0 pursuits)	GoldStar 2016 VDA 12345	MRR-RDY	12345_GSEID279708_GSAID1602161	GoldStar Health Plan (SO)	MvrLName00279708	1
1952846 (0 pursuits)	GoldStar 2016 VDA 12345	MRR-RDY	12345_GSEID279708_GSAID00213789	GoldStar Health Plan (SO)	MvrLName00279708	2

1 2 3 4 5 6 7 8 9 10 ... 50 items per page

Chase Status

Number of Chases

Complete Delivery

Measure Code

1 - 10 of 250 items

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Industry-first
MRCS Exchange
program enhances
functionality even
further



Cooperative Applications Integrate SEAMLESSLY INTO MRCS



MRCS EXCHANGE: A PARTNER-READY SOLUTION

Partner functionality built into our platform makes it easy for you to leverage our integrated capabilities into your initiatives.

"We will add value and drive more successful Risk Adjustment engagements by working with HDVI. With each new chase, Lumiata's predictive AI learns and ensures we identify more complete and accurate HCC Suspects, as well as the related Providers."

Ash Damle, CEO

lumiata



"We are pleased to formalize a partnership with HDVI.

Our algorithms and models will help predict the chart retrieval success rate while also identifying the probability of generating a compliant hit for a member-measure combination."

Michael Blumental,
Founder & President



**HEALTH
DATA
DECISIONS**



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Chart review and
validation year-
round in support
of risk adjustment
initiatives



Complete, Accurate and Timely COMMERCIAL RISK ADJUSTMENT

UPGRADE YOUR RETROSPECTIVE CHART REVIEW PROCESS

HDVI's unique workflow, Verify/Delete+Add (V/D+A), improves the review and submission process, resulting in faster reimbursements, meeting compliance objectives, and reducing audit risk.

HDVI Coders or your Coders work in MRCS, to:

- » Simultaneously match claims to medical records and review, **turning a two-step process into one step**; saving you time, improving accuracy of submission, and lowering risk of submitting unsubstantiated claims.
- » Validate member information for all dates of service in the review period, against the claims data submitted.
- » Assign Verification Reason Codes (VRC codes) to **all diagnosis codes for every encounter within a chart**, not just those that map to HCCs.
- » VRC codes detail whether the diagnosis code has been **verified** with no issues, should be **deleted** due to inadequate supporting documentation, or was not present in the medical claims data and should be **added**.
- » VRC codes enable you to identify **inaccuracies in Provider documentation**, with analytics and reporting allowing assessment where Provider training may be possible.

The screenshot displays the MRCS CHASE-QUERY interface. The main window shows a 'Clinical Visit Summary for 01/06/2015 1043' with fields for 'Pain Scale', 'Smoking Status', 'Travel screening', and 'Have you been out of country in the last 21 days?'. A 'Summary Details' section is also visible. On the right, a 'Data Entry' panel allows for selecting VRC codes and entering notes. Below this, a table lists encounters with columns for #, DOS, DOST, ICD, Provider, Spc, VRC, Enc, and HIA. The table shows three encounters with VRC codes 99, 20, and 99. A 'Need Help?' link is at the bottom right.

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Real-time
visibility and full
transparency into
all aspects of the
IVA audit



HHS-RADV Initial Validation Audits A ZERO-SUM GAME

HDVI'S IVA MODULE WAS BUILT ON TOP OF OUR MRCS PLATFORM

It is time to take HHS-RADV IVA audits seriously. Results from the 2017 audit will drive your financial performance. No deadline extensions are expected to be granted from HHS-CMS.

MRCS accelerates execution of individual reviews

HDVI's IVA audit services are built around our proven and tenured MRCS platform, with full transparency through our dashboards for real-time monitoring of audit progress.

Error rates matter...

If your error rate exceeds 10% to 20%, you're going to see a significant impact on your bottom line. Focus on your Risk initiatives and performance through these audits.

It has an impact on your members.

If your risk scores are low, you will be at a competitive disadvantage. Payment adjustments will affect your bottom line, positive or negative.

Leverage HDVI and MRCS for medical record retrieval

Retrieve **all** your members' medical records to facilitate substantiating every possible HCC.

Ensure complete code capture with HDVI

We capture and substantiate every HCC, not just those reported to EDGE, to accurately reflect each member's risk profile, including those members with no HCC's in Stratum 10.

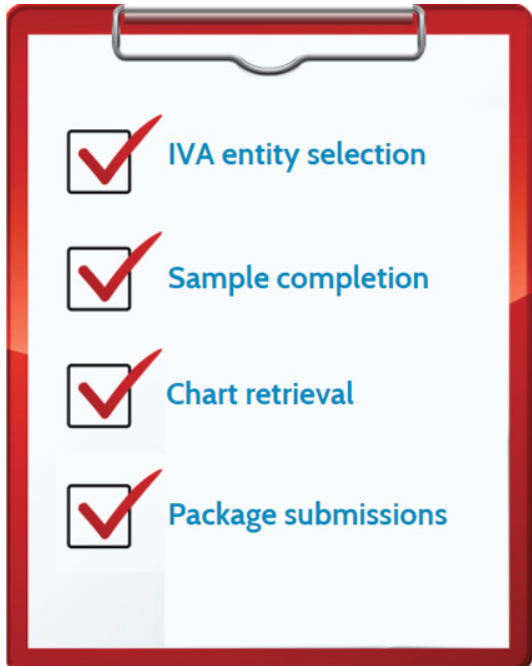
- 
- ☒ IVA entity selection
 - ☒ Sample completion
 - ☒ Chart retrieval
 - ☒ Package submissions

Chart review
and validation
year-round in
support of HEDIS®
initiatives



Prospective Chart Reviews INCREASE HEDIS® STAR RATINGS

MANAGE HEDIS® AS A YEAR-ROUND CHART REVIEW PROCESS

65% of HDVI's Quality Improvement clients executed Prospective HEDIS® programs in 2017, up from 20% in 2015.

Top benefits to a health plan managing HEDIS® as a year-round process:

- » Valuable insight into how your plan is tracking prospectively, identifying gaps in care via the medical record.
- » Generates a source of non-standard supplemental administrative data.
- » Reduces costs 5-10% of in-season retrieval by spreading costs over 12 months
- » Minimizes physician abrasion during seasonal spikes.
- » Capability to execute targeted retrieval year-round, generate reports and calculate HEDIS® rates.
- » Feedback loop on gap closures for next steps, to support supplemental claims.

How HDVI is powering year-round HEDIS® executions:

- » Putting more power in customers' hands.
- » Automation of uploading and improvement of data validations for faster HEDIS® cycles.
- » Expanding rules engine for admin-only measures and non-standard data sets.
- » Proprietary electronic chart transfer options.
- » MRCS mobile app for on-the-go monitoring of analytics and Pends.

MRCS REPORTING

Project: Sandbox Project 1 View Report

1 of 27 Find | Next

Numerator Hit Report – Chase Level
Run At 3/6/2018 11:37:19 AM

Measure	Client Chase Key	Member Last Name	Member First Name	Member DOB	Numerator Description	Data Entry Date	QA Date	QA Date 2	Compliance Type
MRP	MRP_Set2_Chase_10	XXXXXXXXXX	E	1952-01-30	Medication Reconciliation				Non-Compliant
MRP	MRP_Set2_Chase_9	XXXXXXXXXX	I	1952-02-24	Medication Reconciliation				Non-Compliant
MRP	MRP_Set2_Chase_8	XXXXXXXXXX	C	1934-02-18	Medication Reconciliation	2018-02-09			Non-Compliant
MRP	MRP_Set2_Chase_7	XXXXXXXXXX	P	1933-06-05	Medication Reconciliation				Non-Compliant
MRP	MRP_Set1_Chase_5	XXXXXXXXXX	I	1936-07-06	Medication Reconciliation				Non-Compliant
MRP	MRP_Set2_Chase_6	XXXXXXXXXX	N	1940-11-15	Medication Reconciliation				Non-Compliant
MRP	MRP_Set1_Chase_4	XXXXXXXXXX	I	1931-07-03	Medication Reconciliation	2018-02-28		2018-02-28	Non-Compliant
MRP	MRP_Set1_Chase_3	XXXXXXXXXX	I	1937-03-12	Medication Reconciliation				Non-Compliant
MRP	MRP_Set1_Chase_2	XXXXXXXXXX	I	1951-12-06	Medication Reconciliation				Non-Compliant
AWC	AWC_Set1_Chase_1	XXXXXXXXXX	I	1986-06-06	AWC Positive	2018-02-09			Non-Compliant
CIS	CIS_Set1_Chase_3	XXXXXXXXXX	A	2015-12-10	DtaP				Non-Compliant
CIS	CIS_Set1_Chase_3	XXXXXXXXXX	A	2015-12-10	HepA				Non-Compliant
CIS	CIS_Set1_Chase_3	XXXXXXXXXX	A	2015-12-10	HepB				Admin Compliant
CIS	CIS_Set1_Chase_3	XXXXXXXXXX	A	2015-12-10	HIB				Non-Compliant
CIS	CIS_Set1_Chase_3	XXXXXXXXXX	A	2015-12-10	Influenza				Non-Compliant
CIS	CIS_Set1_Chase_3	XXXXXXXXXX	A	2015-12-10	IPV				Non-Compliant

Need Help?

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HEALTHDATAVISION, INC.

Secure chart
retrieval methods
enable rapid
access to medical
records



Medical Record Retrieval Services ELECTRONIC RECORD TRANSFER

HDVI OFFERS MULTIPLE CHANNELS TO BRING CHARTS SECURELY INTO MRCS

When scheduling, HDVI's Provider Service Reps ask Provider offices for their preference for returning charts. They present options best suited for the location based on volume, historic information, or special handling requests.



Secure Virtual Print (SVP)

Enables medical offices to 'push' a patient's medical record directly from their EMR into MRCS securely through the 'print' function on the Provider's computer. **The Provider is updated with real-time requests through the SVP interface for chart requests, thus eliminating the need for phone calls, letters and faxes.**



Remote Secure Virtual Print (RSVP)

Enables your personnel or ours to securely access the Provider's EMR remotely to 'pull' electronic medical records into MRCS, through the 'print' function on the user's computer. **RSVP completely eliminates the need to communicate chart requests to the Provider's office and thus Provider abrasion.**



Chart Upload

An efficient way to upload medical records into MRCS is by using a drag-and-drop interface that attaches files to the member profile through the Upload Wizard.



Print / Scan

Record requests that are fulfilled by the Provider printing, scanning and then loading into MRCS in bulk, through sFTP or the Management Portal.



On-site Retrieval

HDVI will send a Field Technician to the Provider location during scheduled hours to retrieve record information from the charts or EMR.



Fax / Mail

Record requests that are fulfilled by the Provider faxing or mailing requested charts to HDVI.



Greater flexibility,
transparency
and control, in a
single, one-stop
solution



Select Your Engagement Model A FLEXIBLE ONE-STOP SOLUTION

AVAILABLE AS A FULL-SERVICE, SELF-SERVICE, AND COLLABORATIVE SOLUTION
Choose the model that best suits your business needs and your budget from the options available.

Full-Service

As a full-service platform, MRCS enables HDVI to support your mission-critical processes with real-time visibility into every step of the process. No need to worry about workload balancing, hiring expensive coders/abstractors or field techs; utilize our experienced and certified teams with complete transparency. With full-service support, there is no need to receive deep training within the platform, however, we provide training for management oversight, reporting and analytics.



Self-Service

As a self-service platform, we hand you the keys to MRCS and provide training for you to experience all of its benefits for in-house use. Self-service enables you to have complete and total control over your projects; doing it your way at your pace. It allows for load-balancing of in-house resources, utilizing your own trained staff with the credentials that you want to hire for. You will have full administrative rights for assigning roles and permissions, and work queues, to your personnel.



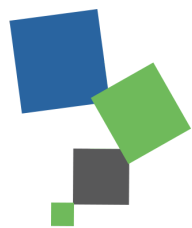
Collaborative

As a collaborative model, if a self-service project becomes bigger than expected and you need help with collections or coding/abstracting, you can augment resources through collaboration with HDVI for better workload balance. Our flexible engagement model typically allows health plans to start as full-service customers or collaborative partners, then later train their own in-house teams on the platform for greater control.

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Medical Record Retrieval & Review WORKFLOW MANAGEMENT SOFTWARE

Health Data Vision, Inc. was founded in 2009 and began supporting health plans with Medicare, Medicaid, and Commercial lines of business in 2011. The company set out to tackle the challenges that Insurers face around process and operations, and to develop the tools to help drive increased scores, gap closures and lowered risk profiles.

In 2015, the MRCS platform that HDVI built for its own team to manage projects became available for customers to use on a self-service basis for chart retrieval, coding/abstracting, and analytics. Now as a SaaS platform, MRCS provides great flexibility to health plans, who frequently start as a full-service customer or collaborative partner, then later train their own in-house teams on the platform.

Now in 2018, the MRCS platform continues to expand its capabilities through HDVI's development and through integration with cooperative technology partners, in an industry first MRCS Exchange. This third-party partnership program will drive innovation that improve the success of health plans' Quality/HEDIS® and Risk Adjustment efforts.

CONTACT US TODAY FOR A DEMO:



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