



Leading ACO Network Early Care Gap Identification and Coding Opportunities for Increased Revenue

Background

A leading value-based care network operating in 11 states with over 600 primary care providers across five Accountable Care Organizations continues to demonstrate its commitment to the growth and advancement of improved healthcare delivery. While they enable innovative relationships with providers and payers, this customer works with The Garage in tandem on all business initiatives that require digital-and-data forward solutions, aiming to improve patient outcomes and achieve increased savings and high-performance care through our partnership.

Situation

With their plan for continued growth, there is a critical need to engage physicians to address value-based performance requirements such as closing care gaps and appropriate documentation of chronic conditions. They needed a solution to accomplish this at scale and avoid time-consuming and worksheet-based workflows. With over 120 practices with different dynamics and staffing models, it became clear that an aggregate software application that presents timely information and is easy to use is required. This customer and The Garage set out to release a solution with a priority focus on improving risk scores with proper documentation and closing care gaps to achieve positive clinical outcomes, shared savings, and high STARS scores. New practices joining their ACOs needed to have quick and easy access to the tools available to support their success and quickly onboard to a standardized process to start closing gaps immediately.

Solution

The Bridge's Container application was chosen to support this initiative. Combining all critical action items for the patient is done in a unified singular interface allowing a singular and streamlined workflow. Depending on practice staffing and workflows, the Container can be used at pre-visit planning or at point-of-care. Furthermore, the Container integrates daily the practices EMR appointment schedule, allowing a reconciliation against today's schedule to list all unmet care gaps, undocumented HCCs with ICD10 descriptions, and other important variables like status on AWW completion. Because the Container reflects the most recent aggregate data across various data sources such as claims, lab, pharmacy, and EMR data, there is no time wasted by the clinical staff to gather all relevant data sources needed to enable action.

Outcomes

The Garage and our customer launched the Container application in late winter of 2023, with 64 practices having attended trainings so far. When comparing the first half of 2022 versus the first half of 2023 redocumented rates based on claims data, **we are seeing a capture rate increase**



from 17% to 33% respectively. We are excited to demonstrate the success rates of HCC redocumentation and closure of care gaps when comparing the first half of 2022 to 2023. The Garage and our customer are using select practices selected as evaluators of Bridge to provide continuous feedback on the value of the platform.

“I appreciate the Containers format and it helps to make my work concise. Love being able to see all total open care gaps and the total AWW’s scheduled all in one area.”

- Provider Consultant

“The Garage Portal allows us to manage our Medicare population and transform value-based care by using the data to plan or strategize with our clinics how to lower the cost of care, patient attribution, quality measures performance and completion as well as tracking and monitoring hospital admissions. We work closely with the Garage team to create a platform that adapts to our clinic needs.”

- ACO Director of Operations

Interested in learning how The Garage can empower your organization?
Request more information [here](#).