



HEDIS® Supplementary Files with New York's Capital Region

Largest Independent Multispecialty Medical Group

Background

This customer is an independent multispecialty medical group whose focus prioritizes addressing each patient's needs, regardless of age, who seeks primary care, specialty care, urgent care, and wellness services. This physician-led, patient-focused local organization's overarching goal is to improve the health of communities, prioritizing personalized care and community well-being as core principles.

Many CMS-sponsored and payer-sponsored programs require extensive reporting from participating practices, with CMS and other payers offering performance-based incentives for measures such as patient experience, clinical quality, and utilization, which affect the total cost of care. However, a major barrier to accurate, timely reporting is the lack of uniformity in EMR systems across practices, as disparate systems isolate necessary data for efficient reporting. Consolidating practices to a single EMR can cost up to \$70,000 per physician and result in a 50% reduction in adjusted income within the first seven months after EMR implementations, prompting many organizations to seek alternatives.

Situation

With our customer's previous method for submitting HEDIS® Supplementary files no longer being viable, they were at risk of financial losses in late 2023. After assessing its unique business needs, and its desire to mitigate this risk, they partnered with The Garage for this initiative to develop a solution that would meet its HEDIS® and claims reporting requirements. Previously the customer's process was manual and labor-intensive, requiring them to retrieve gap lists from various payer portals, analyze and compare against EMRs, and manually upload or fax records. On the payer side, there was also a manual process for reviewing documentation and the subsequent approval or rejection in the HEDIS® logic. This consumed valuable time, was prone to human error, and resulted in disjointed workflows, disrupting efficiency. Recognizing the customer's urgency, The Garage's data engineering team collaborated closely with them to design and implement an automated submission process, streamlining file ingestion and comparison and eliminating the cumbersome manual procedures.

Solution

Due to the customer's partnership with The Garage, HEDIS® supplementary files are now managed through an automated process that is repeated on a monthly basis. All gap list files from payers are automatically retrieved via SFTP, eliminating the need for manual logins to patient portals. Each



gap list file is then compared to data from the EMR in the Bridge platform, and any clinical data supporting gap closure is automatically compiled into a supplemental submission file tailored to the payer's specific requirements. These files are uploaded monthly to the payer's SFTP, automatically processed, and applied to the payer's HEDIS® measure logic.

Outcomes

Implementing this automated process for HEDIS® supplementary files has resulted in approximately 200,000 data points being submitted. A time study done by The Garage has indicated that this process has saved 60-80 person days due to this process, reflecting the efficiency gained from the automation.

“The automated process that Garage built for us to send only relevant and appropriate clinical data back to several of our payer partners has eased a tremendous time burden on us. It frees us up to focus on a deeper analysis of how our practices are performing in their VBC programs rather than being solely focused on data collection. We look forward to partnering with The Garage to build on this automated process to surface our true quality gaps to providers at the point of care so we can improve patient care.”

– Director, Data Engineering and Analytics

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