

5-star Texas health plan gains visibility into their risk submission process

KelseyCare Advantage is Medicare Advantage health plan serving eligible Houston-area residents in Fort Bend, Harris and Montgomery counties, as well as portions of Galveston county. First offered in 2008 as the vision of the doctors at Kelsey-Seybold Clinic, known as the nation’s first accredited Accountable Care organization by the National Committee for Quality Assurance (NCQA), the plan now manages care for more than 33,000 members. For nine consecutive years, KelseyCare Advantage has been one of the highest rated Medicare plans in the greater Houston area, and is currently rated 5 out of 5 stars by the Centers for Medicare and Medicaid Services (CMS) for the 2019 plan year.

Their Challenge

While their internal RAPS process was serving them well, the EDPS submissions process they were using created several challenges for the KelseyCare risk submissions team. Overall, the provided solution was not very robust or stable. It offered a bare bones method of getting data in, lacked visibility into their progress (rejection rates, submission rates and error reasons were difficult to access), and did not provide an easy way to edit without going into the core claims system. Additionally, each customer was on a different build of the software, so when CMS made changes there was no benefit of a shared structure to facilitate updates.

KelseyCare determined that they needed a solution that would help them manage the entire risk submissions process themselves and give them the ability to edit without going back to their core system. Ideally, it would have real-time visibility around submission rates, error reasons and be able to handle rejections based on user editability without having to edit the claim. They also wanted a better long-term solution for handling both internal and CMS changes and updates.

After evaluating several solutions, KelseyCare found that Babel Health met these requirements and more. Key factors for selecting Babel included: their understanding that KelseyCare needed a way to edit encounters without having the core claims system updated, a solid business model in place for incorporating CMS updates across clients, and most importantly Babel’s staff which comprises risk adjustment submissions experts who speak the risk adjustment language and understands their pain points.

Our Solution

Once KelseyCare engaged Babel to implement their EDPS submissions platform, their risk adjustment team gained direct access to all pre- and post-submission errors, an explanation of the edit, and a simplified process to correct those errors. Corrections could be made quickly by establishing crosswalks or data transformation, as well as by direct and batch claim repairs. All allowable corrections were accomplished without having to engage IT or rely on processing staff to adjust claims in the processing system. Any adjustments that had to be resolved within the claims processing system were able to be presented in a clear, concise manner that promoted understanding of the underlying issue.

“For us to accomplish what we have in the last few months would have taken more highly skilled FTE’s than we require with Babel,” stated Sarah Dixon, KelseyCare’s Director of Healthcare Finance. “Prior to Babel, it was difficult to see that we were missing half a year of data, but this became clear immediately once we started using the software without having to do a lot of extra work.”





Our Solution (continued)

Coupled with direct access to errors, data evaluation tools promoted intelligent and efficient work processes and the KelseyCare team was able to target exactly what to fix in real time. Filtered queries could be run, refined and re-run at will with no need for programming support. Submissions for a desired date range could be generated in just a few clicks and as frequently as needed. Responses were incorporated as soon as they were received so there were no delays caused by data load production schedules.

Additionally, KelseyCare found the Babel Dashboard reports and reconciliation reports extremely helpful when managing their overall program success. They could easily determine the encounter lifecycle status by reporting period, as well as drill down into details allowing research by specific ICN. If questions arose, KelseyCare benefited from immediate, over-the-phone assistance and mediation with Babel subject matter experts. The knowledge and accessibility of the Babel team proved to be one of the biggest advantages of implementing the Babel platform.

Kelsey's Favorite Babel Tool

*Encounter Life Cycle Tracking—
Gives them the ability to see things they have loaded into the system but have not yet submitted.*

The Results

KelseyCare now has a transparent, detail-rich view into their rejection rate, access to rejections and the ability to prioritize and work the rejections. Because the interface is easy to use, the submissions team can engage people outside of the team to correct errors. For example, the eligibility team can access eligibility errors and correct directly in Babel without having to engage the claims vendor, thus reducing the number of steps needed to incorporate those types of responses back into the process. Overall, KelseyCare has made remarkable gains cleaning up both their historical and current missed or rejected submissions. They improved their submission rates for 2015 and 2016 dates of service—about half of their previous errors were accepted by CMS—due to a simpler self-managed mapping process. Their already low error rates decreased further due to the ease of mapping.

KelseyCare also gained insight into their staffing model because of the visibility Babel gave them. They realized they had not been appropriately staffed under their previous vendor and needed additional dedicated staff to work on risk submissions (one Level 1 analyst with Babel versus hiring another Senior Analyst with their previous solution). Lastly, they are now able to provide executive leadership with insight into their business through on demand reconciliation reports.

About Babel

Babel Health provides an innovative, customer-focused approach to the entire risk adjustment submission process for health plans. The company's integrated SaaS ETL (extract-transform-load) data management platform provides health plans with full transparency and control of the underlying data for business insight and critical day-to-day business decision making across all lines of business. Unlike other solutions in the marketplace, Babel enables its customers to take control of an extraordinarily complex process and provides user-friendly access to the data to solve the business problems inherent to risk adjustment submissions.

Babel employees are industry veterans with a blend of expertise that spans the entire encounter lifecycle. That experience translates into tools and techniques that are designed to help identify systemic issues that combined with our flexible software offers tangible solutions for our customers.

**For more information, call 855.984.1775, email us at info@babelhealth.com
or visit www.babelhealth.com**