

# CHRISTUS® Health Plan improves HEDIS scores through timely reporting and responsive support



CHRISTUS Health Plan offers affordable health insurance plans for individuals, families, retirees and more.

## Optum® HEDIS® Reporting and HEDIS Medical Record Review

### Challenge

Prior to 2016, CHRISTUS Health Plan was struggling to get the reporting and analysis needed to meet HEDIS submission deadlines and close gaps in care. Given the staffing limitations, there wasn't a large, dedicated team able to build and analyze the reports, so the plan relied heavily on its quality vendor.

According to HEDIS® SME and Quality Coordinator Santy Sam, MPH, "Something had to change. We needed more robust support to meet submission timelines and improve our measure scores."

### Solution

After working with a consultant to identify the key barriers to success, in 2016 CHRISTUS Health Plan chose two Optum® solutions as the go-forward strategy: HEDIS Reporting and HEDIS Medical Record Review tools.

### "They really understand"

Sam reports that implementation was smooth and the team noted a significant difference in working with Optum almost immediately: "From mapping of procedure codes to the supplemental data pool including immunization registry, the Optum solutions are comprehensive."

Perhaps even more important to Sam, the Optum team is experienced and highly responsive. "They really understand what I need and work closely with me to help us be successful," says Sam.

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CHRISTUS Health Plan uses the Optum cloud-based HEDIS reporting system, medical record review support, audit management and performance assessment.

## Results

### First approval then appreciation

CHRISTUS Health Plan covers military families through the U.S. Family Health Plan and one concern in changing vendors was ensuring that Optum could be authorized to receive the confidential data from the Defense Health Agency (DHA). Optum was not only approved, the DHA quality team congratulated CHRISTUS QI team on the measure improvements the Health Plan has achieved since working with Optum.

### Earning leadership buy-in and trust

CHRISTUS Health Plan is a component of a larger international organization. In the past, it had been difficult to demonstrate to the board of directors that the health plan was improving quality measures. With the Optum tools, Sam says she has the reporting data and improved quality scores to inspire trust that the health plan is committed and has a proven quality improvement strategy in place.

### From on-time submissions to closing gaps in care

Now that Sam and her team can count on on-time submissions, they can prioritize identifying and closing gaps in care. Sam uses the Optum tools to mine the data needed to enable many projects, such as those focusing on immunizations or specific diseases. This includes capturing electronic medical records from CHRISTUS provider groups to expand and enhance its supplemental data.

### Abstraction rates soar

Since partnering with Optum, CHRISTUS Health Plan has also seen medical record review hits improve. Case in point: Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents (WCC) numerator hits have increased 16% more than previous year because of the successful MRR season. Together with Optum, Sam looks forward to continuing the trend toward improved scores: "With Optum, we have the quality data that reveals opportunities to take action ... and the hands-on support to do so. That has made all the difference to set us up for continued HEDIS success."

### About CHRISTUS Health Plan

CHRISTUS Health Plan offers affordable health insurance plans for individuals, families, retirees and more. CHRISTUS Health Plan is part of CHRISTUS Health, an international Catholic, faith-based, not-for-profit health system.

CHRISTUS Health is headquartered in Dallas and is comprised of almost 350 services and facilities, including more than 60 hospitals and long-term care facilities, 175 clinics and outpatient centers and dozens of other health ministries and ventures worldwide.

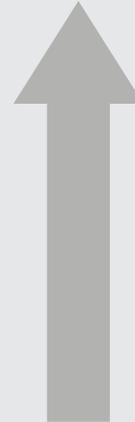
### About Optum

Optum is a leading health services and innovation company dedicated to helping make the health system work better for everyone. With more than 124,000 people collaborating worldwide, Optum combines technology, data and expertise to improve the delivery, quality and efficiency of health care.



### A sampling of results

(2016 to 2017)



- MRR hits jumped from **3,000** to **7,000**.
- **3** of **7** U.S. Family Health Plan measures increased significantly.
- All reports were submitted on time and efficiently.

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Learn more about Optum and its products and services.

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