Improve care quality and risk adjustment with HCC Guidance

In-workflow guidance to identify chronic conditions and drive appropriate reimbursement and RAF scores in outpatient clinics.

Healthcare organizations face a compelling combination of challenges: providing comprehensive care and disease management across the continuum of care while maintaining financial viability in a dynamic, value-based environment. As new care and payment models are developed by Medicare Advantage plans, Accountable Care Organizations, and others, physicians today shoulder more accountability and financial risk.

High-quality clinical documentation that accurately reflects the complexity of the patient population improves care management and is essential for reimbursement under Hierarchical Condition Category (HCC) risk-adjustment models. Clinical documentation improvement (CDI) teams and physicians need solutions to proactively identify and assess high-risk patients, guide proper HCC documentation and coding, and continuously analyze program performance. For those organizations contemplating risk-based contracts, establishing a foundation of clinical documentation excellence provides the critical support needed for success.

Optimizing patient outcomes amid a changing landscape

HCC Guidance, delivered through Dragon Medical Advisor, improves documentation in both acute and outpatient facilities, enabling:
– Proactive identification of high-risk patients
– Efficient presentation of opportunities to physicians
– Better HCC capture rates
– Greater accuracy of Risk Adjustment Factor (RAF) scores
– Superior care team coordination and patient care

In-workflow intelligence delivers context-aware, personalized guidance at the point of decision making. This approach improves physician adoption and ultimately leads to better planning, treatment, and patient care, as well as appropriate reimbursement.

With HCC Guidance, CDI teams and physicians can capture a broader picture of each patient's chronic conditions, looking beyond the obvious to create a more coordinated, proactive, and compliant practice.

Key benefits

– Saves time searching through volumes of medical records and claims data to proactively identify at-risk patients.

– Establishes a foundation of clinical documentation excellence while preparing to take on greater risk.

– Drives improved patient outcomes and appropriate reimbursement.

Key features

– Integrates seamlessly with your EHR so physicians can focus on patients, not technology.

– Ensures no conditions are missed by identifying historical conditions and those not yet part of the record HCCs.

– Helps ensure physicians document requirements for HCC coding and accurate RAF scores.

– Automates extraction of diagnosis codes to save time and ensure the right codes make it to the claims— the first time, every time.

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Engaging and supporting physicians with a comprehensive approach

The path to value-based care is different for every organization and requires a strategic partner that can provide enterprise-wide value throughout your journey. Dragon Medical Advisor with HCC Guidance makes sense of both structured and unstructured health information and brings that highly curated insight to physicians, engaging them in their own workflows.

Using artificial intelligence and sophisticated rules engines with rich medical taxonomies, we help automate complex risk-adjustment coding processes. Nuance HCC Guidance for Dragon Medical Advisor analyzes volumes of claims and medical records to identify inaccurate or missing condition codes in patient data, while making evidence-based code recommendations. Care teams can use these insights to proactively schedule patients while physicians quickly close coding gaps at the point of care.

Key features

Analytics	CDI and care management teams can review patient outcomes, improve the accuracy of RAF scores, and proactively manage denials while monitoring to improve overall program performance.
Automated chart review	AI drives proactive evaluation of patient information, including structured and unstructured data and prior claims, evidence of chronic/risk-adjusted conditions, and other quality improvement opportunities.
In-workflow guidance	Physicians can efficiently create documentation in their preferred workflows, including Nuance Dragon Medical One. HCC Guidance helps physicians accurately identify and document all relevant conditions at the point of care.
Process improvement	Through training, demonstrations, and coaching, our experienced consultants help your team establish a mutual understanding of the program and implications of value-based care. We will help you establish a governance/steering committee to keep your program on track.
Coding assistance	Automated coding assistance makes it easy for providers to search and choose appropriate codes, and add to charge router to ensure codes are included in the claim.
Change management	Strategies and meaningful incentive programs support MACRA and new payment models to promote physician alignment with organizational goals.
Continuous improvement	Measure impact on risk adjustment and quality scores through quarterly performance reviews and ongoing education.

Experience makes the difference
Nuance's heritage builds on decades of clinical expertise, technology innovation, and experience with EHR workflows that are designed to improve physician engagement. Our success in the HCC coding environment includes proven strategies for physician change management, compensation, and leadership planning.

To learn how HCC Guidance, delivered through Dragon Medical Advisor, can ease the clinical documentation burden for your care teams and improve the accuracy of risk-adjustment performance, please call 1-877-805-5902 or visit nuance.com/healthcare.

About Nuance Communications, Inc.
Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, What's next, Twitter, LinkedIn and Facebook.

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