



## Points of Light

# Points of Light 2024 Case Study 4

Improving Quality Metrics & Outcomes for Medicare Advantage  
Patients through Real-Time Information



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## Improving Quality Metrics & Outcomes for Medicare Advantage Patients through Real-Time Information

### Executive Summary

Lack of timely data can prevent provider organizations from facilitating appropriate care coordination after patients are discharged from a hospital visit. The payer and provider organizations in this collaboration worked together with Bamboo Health to increase visibility into Medicare Advantage (MA) patient data and improve CMS Star Ratings. The outcomes include improved performance with CMS measures, timelier follow-up, and better care coordination.

### The Collaborators



**Location:** GA  
**Sizing:** 45+ care centers



**Location:** Nationwide  
**Sizing:** 8.7 million Medicare members



**Headquarters:** KY  
**Segment:** Interoperability, value-based care


### Points of Friction—Challenges to Be Solved

- **Lack of real-time data hindered care collaboration efforts during transitions of care:** Once patients are discharged from a hospital stay, primary care physicians (PCPs) are required to schedule follow-up visits within 72 hours. Timely post-discharge care closes HEDIS care gaps, improves patient outcomes, and reduces healthcare expenses. In contrast, insufficient post-discharge monitoring can lead to delayed care, resulting in potential patient decompensation, escalated health issues, and increased risk of readmission. These can all contribute to lower CMS Star Ratings—which include measures for transitions of care (TRC) and post-ED follow-up for patients with multiple high-risk chronic conditions (FMC)—resulting in decreased reimbursements.

### Action Plan—How the Collaborators Worked Together to Reduce Friction

- **Humana and Privia Health piloted a three-month program to close care gaps for a population of MA patients and improve CMS Star Ratings:** Humana and Privia Health partnered with Bamboo Health to provide real-time visibility into discharged patients/members via Bamboo Health's solutions, Pings and Care Gaps. Through their technology, Bamboo Health identified members/patients of both Humana and Privia Health and created a roster that linked the provider organization's PCPs to the payer organization's eligible members for TRC and FMC measures, allowing both organizations to receive discharge alerts. This real-time data provides greater transparency to PCPs about the post-discharge quality metrics that apply to their patients and helps the PCPs identify care gaps, enabling them to provide appropriate care, improve coordination, avoid unnecessary rehospitalizations, and reduce costs.
- **Regular stakeholder meetings ensured constant alignment:** Humana's Stars team met weekly with Bamboo Health to review operational progress (reporting, data access, payer-provider workflows). These meetings helped the parties understand how data sharing could support CMS quality measures. The payer and Bamboo Health also used these meetings to discuss future solution enhancements to drive greater outcomes.
- **Bamboo Health customized dashboards for Humana to track progress and provided weekly updates:** The dashboards showed unique care gaps measures, eligible events and members, events by hospital and by PCP, and resolved cases. Each element demonstrated the effectiveness of the TRC and FMC flags in Bamboo Health's Pings platform. The vendor also updated the payer on the number of ADT alerts delivered to Privia Health, the number of discharge summaries delivered to the provider, the percentage of discharge events with an available discharge summary, and the number of Pings actions taken by the provider. Bamboo Health continually monitored these data elements and provided a weekly update to Humana.
- **Humana's progress report tracked care gap closures:** The payer's Stars team created a report to provide visibility into the members who have qualifying encounters and verify the value and validity of Bamboo Health's TRC and FMC flags in closing care gaps.

## Points of Light—Outcomes Achieved through Collaboration

-  **Increased visibility for Privia Health via the TRC and FMC flags in Bamboo Health's Pings platforms**
-  **Improved adherence with TRC and FMC measures within Humana's population**
-  **Successful delivery of discharge summaries for over 50% of patients/members with a hospital event that qualified for TRC and FMC measures—double the amount from previous years**
-  **84% of Pings alerts closed by Privia Health, resulting in timelier follow-up, better care coordination for patients/members, and improved provider satisfaction**

## Lessons Learned—What Best Practices Can Other Organizations Replicate?

- **Have strong governance structures in all stakeholder organizations to support alignment and a streamlined process for achieving KPIs:** Each stakeholder organization identified key members from interoperability, Stars, care coordination, data analytics, and leadership teams. These team members worked to figure out how to best deliver the Bamboo Health solution and create value for each team. The collaboration also included engagement with Bamboo Health resources from product, customer success, and engineering teams.
- **Leverage existing payer-provider relationships:** Privia Health already had a level of trust with Humana, which encouraged buy-in during the pilot project and facilitated change.
- **Have a strong communication network:** Privia Health held physician-led meetings throughout the year to provide feedback on gap closures, Star Ratings, and financial incentives to PCPs working in multiple locations. The provider organization also shared updates on key initiatives and project progress during these meetings. Having an established communication network helped encourage provider buy-in.

## What's Next?—Vision for the Future

- **Expansion:** Humana wants to expand the pilot program to other provider organizations and markets. Additionally, Humana is assessing the opportunity to roll out the Bamboo Health software to other areas outside of the TRC and FMC measures. Privia Health plans to expand the program to include additional markets throughout the US.
- **Software enhancements:** Humana aims to enhance their suite of functionality and further meet provider needs by integrating directly into EHR workflows or through Direct messaging as an alternative to using a provider portal to close care gaps.