

Award-Winning Provider-Health Plan Collaboration With Humana and Privia Medical Group–Georgia

Improved Follow-Up Care Measures for Medicare Advantage Patients

The Challenge:

Lack of real-time data presents serious barriers to care coordination for patients after they leave the hospital.

The Solution:

Innovative collaboration between Humana, Privia Medical Group (PMG)—Georgia and Bamboo Health to identify and close gaps in care for patients enrolled in Medicare Advantage plans.

The Impact:

The combined team improved patient outcomes, reduced the risk of hospital readmissions, lowered the cost of care and improved CMS Star Ratings with Bamboo Health's Care Gaps solution. Results include:

8.2% improvement in transitions of care measures (TRC) by Privia



Increased visibility into patient whereabouts via Bamboo Health's Pings platforms' TRC & FMC flags over a 90-day period

3.2% improvement in follow up care measures (FMC) by Privia

84%

of Pings alerts closed by Privia, resulting in timelier follow-up, better care coordination for patients/members and improved provider satisfaction



This innovative partnership was one of only 22 presentations selected for a Points of Light Award at the 2024 K2 Collaborative Summit, a KLAS Research conference for health plans, providers and industry leaders.

