

Milliman IMPROVE

Commercial medical coding improvement: Get credit where credit is due

Inconsistent and incomplete medical coding documentation can significantly impact your transfers from the ACA risk adjustment program. Forgoing credit for your actual level of risk adversely affects your financial performance while inadvertently rewarding your competition. Unfortunately, medical codes recognized by the commercial risk adjustment model are all too often improperly identified or completely missed, leaving your population undercoded—and not necessarily because your members are healthier or have lower claim costs.

The solution? Close these gaps on the back end with a detailed member-by-member analysis and robust analytical modeling. Milliman's Integrated Medical and Pharmacy Record Optimization and Validation Engine (**IMPROVE**) leverages detailed claim and enrollment information and a proprietary algorithm to uncover opportunities for investigating undocumented conditions or encouraging members to schedule their annual checkups.

Our approach combines multiple healthcare-related markers (including prescription drugs, medical procedures, and existing conditions, among others) to hone in on those members with the highest likelihood of having a condition that is not currently captured in your medical claim data. IMPROVE will provide a detailed assessment of the member, the suspected condition, and the expected financial opportunity, allowing you to create an effective action plan for prioritizing efforts and deploying resources.

Benefits

- Get credit for your level of risk
- Maximize risk scores
- Increase bottom line revenue
- Identify additional potential areas for care management
- Minimize chart review costs

Key Features

- Locally downloadable model
- Easy-to-use interface
- Prioritized outputs
- Supplemental information for enhanced action plans
- Facilitates daily refreshes and real-time EHR integration

By arming you with detailed information, guiding efforts, and informing decisions, IMPROVE lays a critical foundation for staying ahead of the coding curve that is quickly ramping up in the ACA market. If you are not improving your medical coding, someone else is improving theirs—and it's costing your company money.

To learn how the Milliman ACA risk adjustment suite can change your market position, contact your local Milliman consultant.