



Success Story

# Enhancing HEDIS / STAR Performance with H-CDP



A leading Blues health plan leveraged H-CDP – a modular, scalable and self-managed data acquisition solution, to improve compliance, reduce chart chases and enhance HEDIS / STAR ratings for MY2020.

- CCDA Processing
- Clinical Data Management
- HEDIS / STAR Reporting



## The Business Challenge

The client is one of the largest Blue plans nationwide, serving more than 4 million members on the East Coast and additional 15 million consumers through affiliates.

With increasing regulatory pressures around HEDIS & STAR reporting, the client wanted to leverage the massive volume of clinical data (CCDA documents) from providers, to improve its quality measures. The clinical data was obtained from 2 CCDA vendors, spanning over 50% of its member population. The sheer volume and complexity of data made it challenging for the client to manage and leverage it effectively.

The client also needed to accelerate gap closure and reporting turnaround time by reducing manual effort present during chart chases. To achieve these objectives, it needed a robust solution that would help capture clinical data from providers in a structured and efficient manner.



- To address the challenges around managing and leveraging clinical data, the client partnered with CitiusTech to deploy a robust CCDA processing solution
- H-CDP, CitiusTech's healthcare data acquisition solution helped the client to parse CCDA documents, perform data quality checks, and store the processed data in destination format for downstream consumption
- The H-CDP deployment helped improve compliance, reduced provider abrasion and enhanced HEDIS & STAR ratings



## The Solution:

### H-CDP for CCDA Parsing & Clinical Data Management

After an in-depth understanding of the client's clinical data challenges, CitiusTech implemented H-CDP, CitiusTech's modular, scalable and self-managed solution for acquiring and parsing healthcare data. CitiusTech's CCDA parser framework was used to integrate CCDAs obtained from the vendors along with the client's enterprise data warehouse.

H-CDP helped the client ingest, parse and standardize clinical information across 60+ sections of inbound CCDA, and store it in an enterprise operational data source for downstream analytics. The processed data and analytics was then fed into SCORE+ (CitiusTech's end-to-end HEDIS performance management suite) that the client had implemented earlier – to enhance its HEDIS reporting capabilities.

H-CDP also provided powerful pre-built features that enabled the client to query the stored clinical data and build correlations with claims data.





**270K+**  
gaps closed from  
CCDA data

**12%**  
impact on  
supplemental data  
contribution

**10x**  
more gaps  
closed than  
chart data

## The CitiusTech Advantage

CitiusTech was chosen by the client for its expertise in clinical data management, quality measures, HL7 standards and interoperability expertise. The client leveraged **H-CDP**, CitiusTech's modular, scalable and self-managed solution for acquiring and parsing healthcare data. CitiusTech's **CCDA parser framework** was used to integrate CCDAs received from the vendors with the client's enterprise data warehouse.

The H-CDP solution delivered significant business impact that exceeded client expectations on HEDIS initiatives, across **7 key HEDIS sub-measures**. The client also experienced **12% CCDA contribution in compliance rate for hybrid HEDIS® measures**. The key measures that observed significant improvement in compliance were **ABA, CBP, PPC, CDC\_1, CDC\_2, CDC\_9 & CDC\_10**.

The solution helped optimize and automate the chart chase process, resulting in significant improvements in gap closure and reporting timelines. Nearly **10 times more gaps were closed** from CCDAs as compared to charts, thereby saving **274,000** chart chases. The improved compliance (primarily in Medicare Advantage) helped the customer achieve **4+ CMS STAR rating**.

## Technical Overview

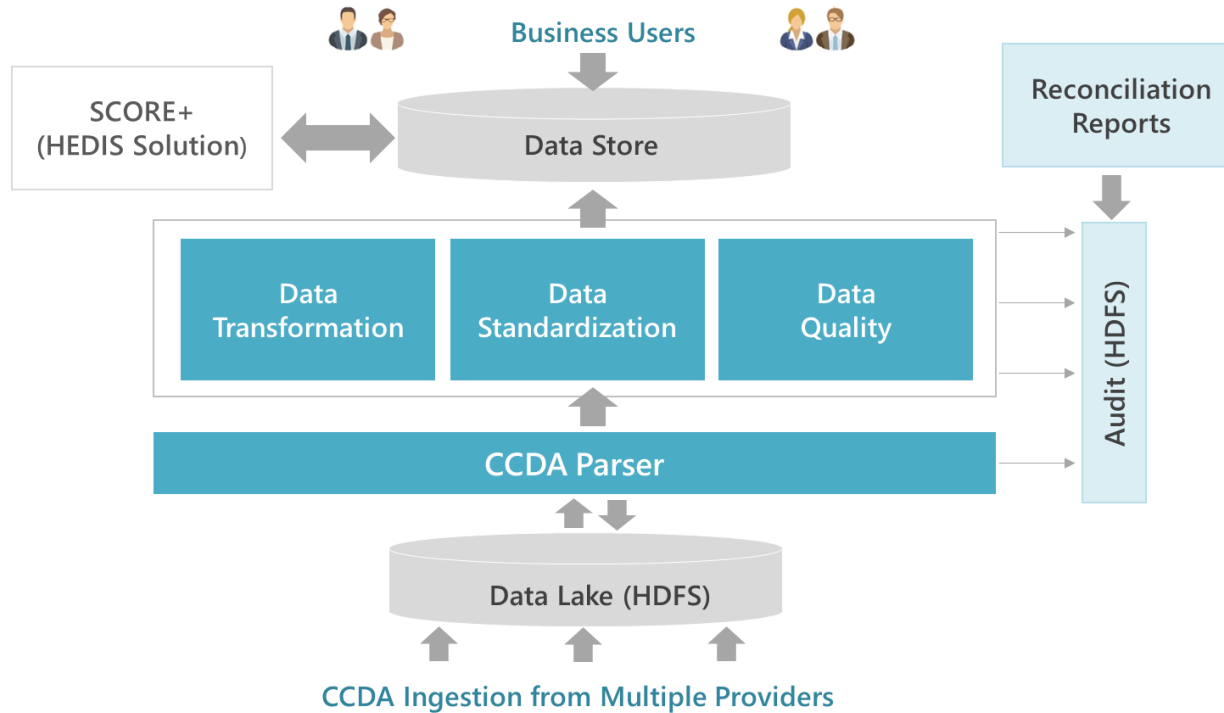
CitiusTech's H-CDP based solution offered several powerful capabilities that helped the client address key challenges such as:

### Simplifying the Data Aggregation and Standardization Process

- Created a unified solution for CCDA parsing, improving data quality and transforming processed data into the client's data model
- Supported vendor specific CCDA sections implementation – in addition to the existing standard parser / accelerator
- Processed more than 11 Mn CCDA files per year using 15 node cluster
- Leveraged H-CDP's transformation component to enrich the data, based on defined data quality and standardization rules
- Utilized Apache Spark, Hive and HBase to extract clinical data and insert it into the Hadoop file system
- Worked with CCDA vendors to resolve inbound data quality issues

## Creating a Unified View of Member Data

- Performed member matching for inbound CCDA patient/member data with existing member claims data prior to storage
- Integrated claims and clinical data to provide a comprehensive, longitudinal member record, which was used for processing HEDIS and Star measures





## CitiusTech: Accelerating innovation in healthcare

CitiusTech enables healthcare organizations to drive clinical value chain excellence, across integration & interoperability, data management (EDW, Big Data), performance management (BI / analytics), AI/ML (predictive analytics, Machine Learning, AI) and digital engagement (mobile, IoT).

CitiusTech helps customers accelerate innovation in healthcare through specialized solutions, healthcare technology platforms, proficiencies and accelerators. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare organizations worldwide.

To know more about CitiusTech, visit [www.citiustech.com](http://www.citiustech.com)

50 Mn+  
lives touched

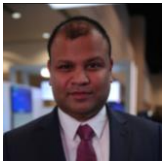


70+  
NPS - highest in the industry!

130+  
Healthcare customers

- Healthcare technology companies
- Hospitals, IDNs & medical groups
- Payers and health plans
- ACOs, MCOs, HIEs, HIXs, NHINs
- Pharma & Life Sciences companies

# CitiusTech Key Contacts



**Shyam Manoj**  
Vice President  
Payer Market

Shyam has 20 years experience across payers, providers, pharma / life sciences and HCIT companies.

Over 10+ years, he has played multiple leadership roles at CitiusTech across sales, delivery, partnership and strategy. A US healthcare industry veteran - he has significant expertise across healthcare interoperability, clinical data management, quality management, value-based care, medicare advantage, among others.

He holds a Bachelors degree in Biomedical Engineering.

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**Jeffrey Springer**  
Vice President  
Product Management

Jeff has 20+ years of healthcare industry experience of having worked with leading healthcare technology vendors.

Prior to CitiusTech, Jeff has served in leadership roles at Siemens and MEDdecision. Earlier, he developed new products working with payers & providers at McKesson. He also founded the US' first payer-provider contract management company.

Jeff holds an Engineering Degree and an MBA from the University of Pennsylvania - The Wharton School, where he graduated as a Palmer Scholar.

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**Swanand Prabhutendolkar**  
Vice President  
Data Management

Swanand has 20+ years of experience in Information Technology across companies such as EPIC, Polaris and 3i Infotech. He leads CitiusTech's Data Management proficiency. He has also been a key architect of CitiusTech BI-Clinical platform.

He has strong experience in regulatory reporting requirements such as MU, and healthcare standards and frameworks including HL7.

He holds a Masters Degree in Information Technology from IIT Mumbai.

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