Powering the Future of Healthcare ▶

PERFORM+ Stars

Specialized AI/ML decision engine to streamline decision support and drive holistic Star rating improvements

CitiusTech

Accelerate "half-star improvement cycle"

Prioritize measures based on strategic goals and member characteristics

Utilize AI/ML to identify improvement areas that enhance ROI

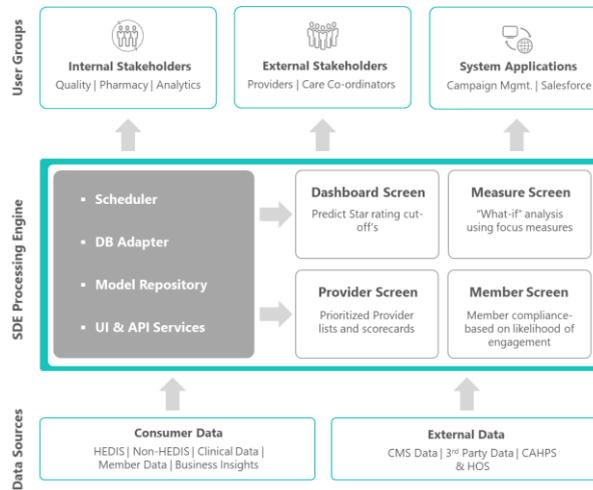Improve engagement and member/provider satisfaction

Leverage all available data sources

AI/ML driven solution for CMS Star improvement

PERFORM+ Stars is an AI/ML based product that enables health plans to obtain better data clarity and streamline decision support for Star measures. It provides a detailed view of prioritized providers and members that have a high potential for performance improvement. PERFORM+ Stars empowers MA plans to strategize improvement programs, and stay aligned to changing measures, weights, and cut-points across the CMS Star program.

PERFORM+ Stars: Highlights

* **End-of-Year performance projection** to identify focus measures and align goals
* **Local business intuition**, along with historical data for recommended Star goals
* Determination of optimal path to achieve Star goals using **'what-if' analysis**
* **Prioritized provider & member list** attuned to Star goals, with high potential for performance improvement
* Ability to make decisions on **current MY and retrospective MY** simultaneously

PERFORM+ Stars: Solution Architecture

PERFORM+ Stars: Value Proposition

Align Incentives & Outcomes

Inform incentive design cycles for value-based programs based on a range of data sources (clinical, operations)

Improve Campaign Efficacy

Enhance campaign effectiveness by targeting providers and members using AI/ML models

Optimize Narrow Networks

Enhance provider and sub-network level performance with comparative analysis and improvement opportunities

Centralize Stars Analytics

Use self-service, intuitive dashboards for Stars operations at all user levels – executive, manager, CSR and provider relations

Optimize Workflows

Avoid multiple outreaches by streamlining network, care management and customer service workflows

Design Multi-Year Plans

Operationalize 3-year planning cycles for Stars improvement and optimize resource allocation

MA Stars Improvement for a Leading Blue Plan

Implemented real-time HEDIS® engine on Azure cloud catering to various Quality/VBC programs for a population of 1 Mn members

Configured sub-network performance monitoring across the network hierarchy for all VBC measures

Enabled single view of performance improvement dashboard consolidated across all VBC programs

Enabled targeted campaigns with AI/ML based cohort prediction, member & provider chase prioritization

Enabled executive decision making & planning through AI-led simulation of project goals, based on budget and resource constraints

PERFORM+ Stars leverages an AI-powered recommendation engine that provides cut-point projects, member engagement models and end-of-year performance projections based on historic trends and current performance, leading to holistic Star rating improvement

About CitiusTech

CitiusTech (www.citiustech.com) is a leading provider of healthcare technology services, solutions and platforms to over 130 organizations across the payer, provider, medical technology and life sciences markets. With over 7,000 technology professionals worldwide, CitiusTech powers healthcare digital transformation through next-generation technologies, solutions and accelerators. Key focus areas include healthcare interoperability & data management, quality & performance analytics, value-based care, omni-channel member experience, connected health, virtual care coordination & delivery, personalized medicine and population health management. CitiusTech has two subsidiaries, FluidEdge Consulting (www.fluidedgeconsulting.com) and SDLC Partners (www.sdlcpartners.com), with deep expertise in healthcare consulting and payer technologies, respectively. CitiusTech's cutting-edge technology expertise, deep healthcare domain expertise and a strong focus on digital transformation enables healthcare organizations to reinvent themselves to deliver better outcomes, accelerate growth, drive efficiencies, and ultimately make a meaningful impact to patients.

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