Today’s presenters:
• Experts in EHR Optimization
• Both have clinical backgrounds
The Medicare Annual Wellness Visit is a yearly preventative care visit offered to all Medicare Part B beneficiaries.

- But it's a benefit that nobody really gets.
- While the AWV is recognized as an important benefit, only 14.5% of Medicare beneficiaries received an AWV last year.
The missed opportunity of this is massive

This visit is well reimbursed at $145 per visit and can be conducted by any licensed health professional or a team of professionals, under the direct supervision of a physician.

There’s a strong financial imperative to close the gap on AWV visits—with millions of dollars of revenue on the table every year for average groups.
A Zero-Cost Health Benefit for Patients

AWV for the Eligible Medicare Patient

**OBJECTIVES**
- Increase patient engagement
- Incentivize preventive medical care
- Reduce costly hospitalizations.
- Avoid unnecessary medical procedures
- Decrease medication errors.

**REQUIREMENTS**
- **Health Risk Assessment (HRA):** Patient survey used to assess risks, develop plan of care
- **Screening:** Functional ability, cognitive function; risk of falls, depression, safety
- **Biometrics:** Height/Weight, Blood Pressure, other routine measures
- **Prevention Services:** Vaccines other age-appropriate Medicare services
- **Plan of care:** Personalized list of risks and conditions and associated education
• There are numerous reasons beyond patient awareness and engagement as to why participation is so low

• Capturing AWVs becomes challenging when:
  • There isn’t one integrated technology that supports the capture process, and there’s no embedded functions to make the process smoother
  • There’s inflexible workflow and lack of office capacity
  • There’s no system in place for post-visit intervention planning
  • Among others....
After working with organizations across the country, our team at Clinovations has found that any tactical EHR optimization project including AWV capture, requires a COMPREHENSIVE solutions that takes into account these three buckets.

They are not listed here in order of importance—each is a critical piece in the improvement process:

- Without an educated staff and patient base, AWV capture will be a moot point
- Without the right processes in place, workflow adjustments, and staffing—the system won’t be able to handle the patient identification, added visits, and post-visit planning.
- And of course, without optimized technology to capture relevant document, ensure accurate billing, and streamline workflows—efficiency and accuracy in AWV capture just won’t happen
Case Study #1

Engaging Stakeholders in AWV Capture

Mid-size physician hospital organization

Goal: Increase baseline AWV capture rate of 7% by creating efficient processes and workflow.

Approach

Executed patient outreach and engagement strategy, and assessed clinical documentation, workflow, and EHR configuration:

- Designed approach that incorporated an optimized technical solution with workflow redesign and provider and staff education and engagement activities
- Redesigned workflow allowing ancillary staff to work at the highest level of their licensure

Engagement Results

70 percentage point increase in AWV capture rate of eligible patients

$1.07M projected year one revenue impact
Case Study #2

Redesigning Process as Part of Technical Solution

**Goal:** Mobilize primary care providers and staff to optimize capture, delivery, and billing for Medicare AWVs.

**Approach**

Engaged providers and staff, and facilitated improvement process that included:

- Workflow improvements
- Documentation enhancement
- Technical optimization

**Engagement Results**

- **5x** reduction in denials
- **15 min** average provider time saved for each AWV
- **16x** increased number of AWV patients seen
Leveraging the EHR to ‘Automate’ Capture

**Goal:** Increase low AWV capture rate of 5% by creating a strategy around the 2,500 Medicare patients in the primary care group.

**Approach**
Customized EHR to ‘automate’ and optimize for:
- Scheduling
- Registration
- Provider Documentation
- Billing Systems

**Engagement Results**
- 98% enabled documentation compliance rate
- 20x increase in AWVs delivered
We’ve seen time and again the impact AWV capture has on all system levels:

- A patient who wasn’t aware of the full benefits of AWV so hadn’t taken advantage…
- A staff who avoided these appointments because of the complexity in workflow…
- Physicians who were weighed down by multiple technologies and platforms…
• Capturing AWV’s is not just a one-time benefit for the patient, or an isolated revenue opportunity for the health system
• The patient will benefit down the road with follow up visits and appropriate interventions after the AWV
• And the system can expect an increase in revenue through the delivery of appropriate downstream services
• Increasing capture of Annual Wellness Visits will increase delivery of appropriate downstream services

The CMGA Downstream Module integrates detailed hospital and ambulatory data at the patient level to construct an accurate comprehensive longitudinal analysis of provider relationship patterns and associated downstream contribution. Through this sophisticated patient relationship business logic, downstream cases are attributed to providers within your employed network. CMGA has the ability to compare medical group net operating losses at the practice level with attributed downstream contribution margin, which then gives you the capability to analyze your investment multiplier at the practice level.
• And improving a system for AWV capture is actually a big step towards readiness for population health management

• The competencies needed for broader system strategies are interrelated

• So AWV capture is not just a ‘tactical’ project
Questions...?

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We Can Speak to Your Organization About:
- Evaluating and identifying your organizational priorities to create a framework for success
- Aligning specialty workflow with technology
- Leveraging your EHR to drive clinical, quality, and financial enhancements
- Capturing Medicare Annual Wellness Visits
- Documenting HCC and patient complexity for improved RAF scores in risk contracting
- Customized, at-the-elbow training for implementation and optimization

Our contact information.