

■ CASE STUDY

Benefits administrator evaluates 1,000+ providers for quality to build Centers of Excellence and saves \$500,000

Overview

A health benefits administrator is revolutionizing its Centers of Excellence (COE) to take even better care of health plan members. Its COE brings together the most highly-rated healthcare facilities, surgeons, physicians, and leading-edge virtual providers in the country. The organization meticulously reviews the clinical quality, which is an extremely manual and time-consuming process. To accelerate their reviews, the team decided to use Clarify Health's provider performance benchmarks. In less than one year, the COE team evaluated 1,000+ high-quality facilities and surgeons. They also gained the ability to understand entire markets and evaluate provider performance even before approaching them.

"We meticulously review the quality of every facility and surgeon for our Centers of Excellence 360 — we're looking for the best of the best and we don't cut corners. With on-demand case-mix adjusted provider performance benchmarks, we assess quality more precisely and faster. We now move providers through the application process 2x faster and reduced our evaluation cost."

COE SEGMENT LEADER

Highlights

1,000+ FACILITIES AND SURGEONS EVALUATED



With on-demand, case-mix adjusted performance benchmarks, the team evaluated more than a thousand high-quality facilities & providers.

20,000+ HOURS SAVED IN ONE YEAR



While improving the precision of their quality evaluations, they saved more than 20,000 hours on manual work that burdened clinical staff and analysts.

PROVIDERS EVALUATED IN HALF THE TIME



It used to take six months to review facilities for inclusion in the COE. That time is now down to three months, saving time and resources.

■ CHALLENGE

Lack of precise data and time-consuming analysis

To maintain the highest-quality COE, the benefits administrator used to conduct manual and heavily time-consuming evaluations of every facility and surgeon. The COE team reviews publicly-reported data on clinical quality, service-related elements, and safety, in addition to volume and complications data. The COE team needed to significantly reduced time spent on data gathering, manipulation, and review to accelerate provider evaluations without sacrificing quality.

■ SOLUTION

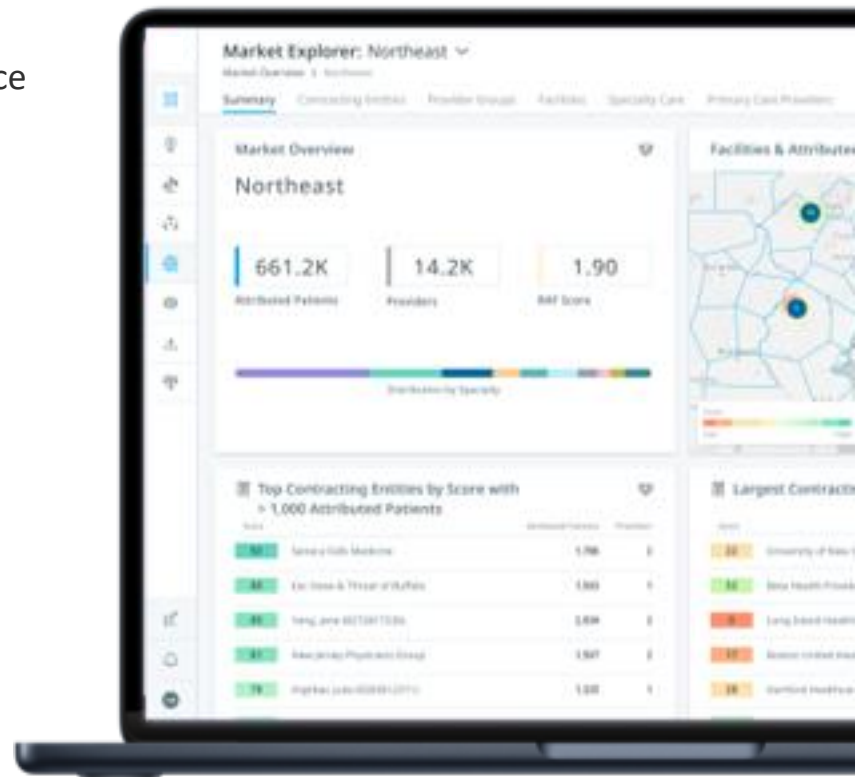
Case-mix adjusted provider performance benchmarking

The team used Clarify network design and optimization analytics to instantly benchmark the performance of facilities and surgeons for all five COE programs: joint, spine, bariatric, cancer, and cardiology. With the industry's most precise, case-mix adjusted provider performance benchmarks delivered on-demand, they were able to evaluate the quality of providers in each market and disease area faster and with greater precision.

■ RESULTS

Higher-quality care for members and resource savings

The team can ensure the selection of high-quality facilities and surgeons, enabling employers to better predict and control costs while giving members an enhanced health plan benefit. They were able to eliminate the time-consuming process of looking for outliers in the data and then manually assessing performance differences. Having precise, on-demand case-mix adjusted benchmarks added another layer of quality check, assessed performance faster and evaluated providers seeing complex, more acute patients fairly. In one case the team was able to extend an offer to a physician in one day, instead of the usual 2-3 months.



About Clarify

Clarify unlocks the hidden value in healthcare data. Trusted by providers, payers, tech and services, and life sciences companies, Clarify uses the power of data and AI-powered predictive analytics to make complex decisions easier. The Clarify Atlas Platform® is the foundation, leveraging the industry's largest and most robust dataset to map more than 300 million lives and 20 billion data points to surface actionable insights with unparalleled speed and precision.