

CASE STUDY

Stars Performance Improvement



We helped the client achieve their first four-Star rating by standing up, stabilizing and transitioning a dedicated Stars department.

Client Overview

The client is a managed care organization (MCO) that provides health services to members within Pennsylvania. They are one of the largest Medicare programs and the largest D-SNP program in the state.

Outcomes

- » Medicare Stars Playbook
- » Increased Stars rating
- » Cost savings
- » Custom HEDIS tool
- » Increased efficiency
- » Organizational alignment

Client Testimonial

"The ProspHire team was an integral part of our successful transformation. Their experience and industry acumen provided the perfect level of support and leadership that has helped build a foundation for sustainable success."

- VP, Medicare and Medicaid Quality Programs



Let's have a conversation

Dan Crogan
Principal and SVP of Consulting
Dcrogan@prospHire.com

CHALLENGE

The client was unable to increase their Medicare Star rating from a 3.5 to a 4.0 and capture the Quality Bonus Payment, due to past performance, and limited accountability and structure. They needed to analyze and improve their focus measures, develop a data-backed intervention strategy and establish a dedicated Stars department to increase their Stars rating.

SOLUTION

Over six months, ProspHire conducted a thorough, current-state assessment of the client's post-season measures and executed targeted interventions to close gaps and increase performance. The engagement included a change readiness analysis of the organization's current financial model, data and reporting accuracy and systems capabilities. Leveraging the results, the team identified barriers and developed a Medicare Stars Playbook to improve measure level outcomes, track key organizational KPIs, and achieve and sustain an overall increased Stars rating. The engagement team developed and executed a clear road map to achieve new growth opportunities, cost savings, improved sustainability and enhanced marketability for the organization.

RESULT

The client increased their Stars rating from a 3.5 to 4.0 and captured the Quality Bonus Payment for the first time in the Plan's history. ProspHire built a custom tool that enabled them to bring their HEDIS® outreach and chart retrieval procedures and capabilities in-house, thus streamlining processes and increasing efficiency. The client also established a dedicated Stars department using ProspHire's Medicare Stars Playbook of recommended program interventions and implemented a new financial model and staffing changes.

About ProspHire

ProspHire is a management consulting firm focused on healthcare advisory, project delivery and strategic resourcing. Founded on the core value of relationships, with the goal to "prosper together," ProspHire partners with clients to identify and solve their most significant people, process and technology challenges.

