



Managing High Risk **Patients**



John had recently joined as the CEO of an insurance company that worked on risk adjustment, prevention, and population care management. A critical task for them was to identify high-risk patients and then undertake various measures to assist them in care and help them reduce the chances of their admission to hospitals. Besides, precision in risk management was needed to enable them to arrive at the right premium amounts to charge insurees. John had the task of getting the best solution in place to help the company a good job of documenting Hierarchical Condition Categories (HCCs). While there are several factors that have a role each to play, we were approached by John to assist on the technology side. He was looking for a partner who could quickly build for them a custom solution, and offer necessary support for enhancements subsequently in the future.

During the development cycle, we followed a 2-week sprint cycle and focused exclusively

on testing from the end-user perspective. We also ran regression tests at the end of each sprint to ensure that the application was ready for production. We provided John with a risk adjustment solution that not only accurately documented HCCs but also offered various functionalities like chart acquisition, review and coding, data submission, storage, and online reporting.



Our solution helped John to schedule appointments with providers, manage client configurations as per plan, and streamline the invoicing process for providers. With our expertise, John was able to improve the quality, precision and performance of his solution and better manage high-risk patients.