How to Fix your Patient Referral Process *Now* with Data & Automation

Learn how VillageMD, Privia NT, and Vanguard leveraged data and automation to **reduce leakage 75%+**, **reduce admin costs 45%+**, and finally close the referral loop to meet their VBC contractual requirements.

LIVE WEBINAR

Tuesday, April 2
12 pm to 1 pm ET

PRIVIA MEDICAL GROUP North Texas

VillageMD

Vanguard Medical Group

VBCExhibitHall.com

ReferralPoint

Meet the Speakers

Robert Harris
Chief Executive Officer
ReferralPoint, LLC

Matt Cheatham
VP Client Success
ReferralPoint, LLC

Meet **SARA**, your Auto Referral Assistant!

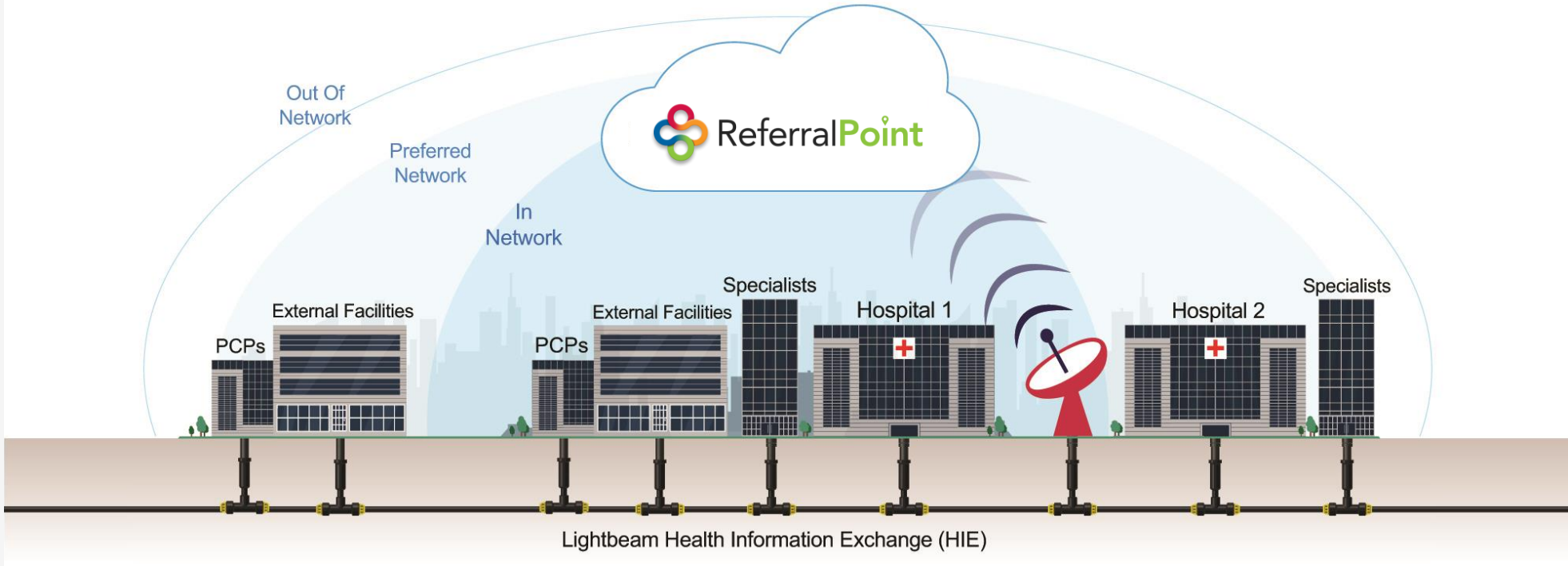
Who is ReferralPoint?

Lightbeam Health Solutions

- Harris, Robert
- Administration
- Analytics
- Dashboard
- Care Management
- ReferralPoint
- Tasking
- Resource Center
- GPRO
- Reports
- Performance

Data Driven, Fully Automated, Closed Loop

Referral Management Strategy



1

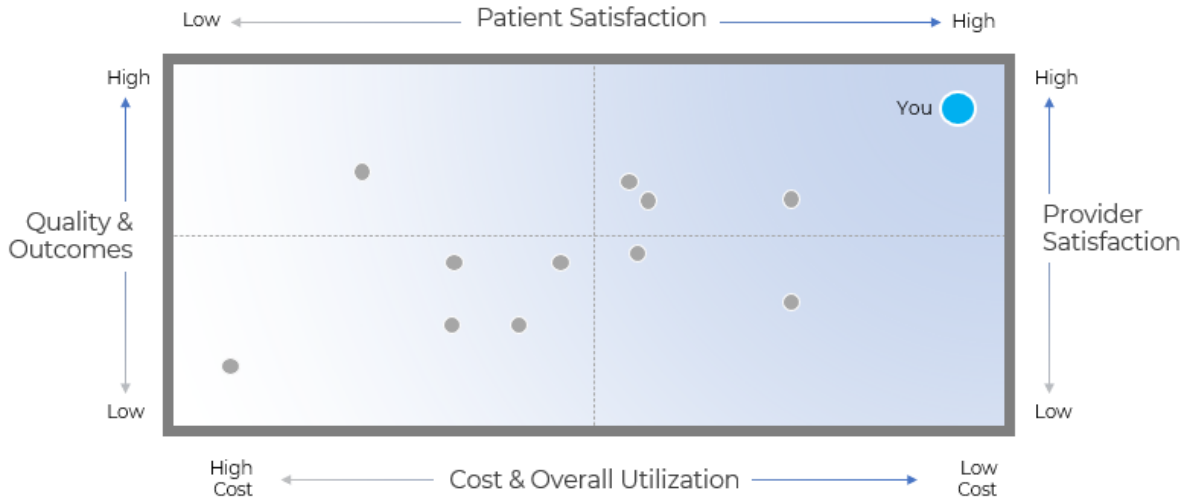
What is **your Vision**?

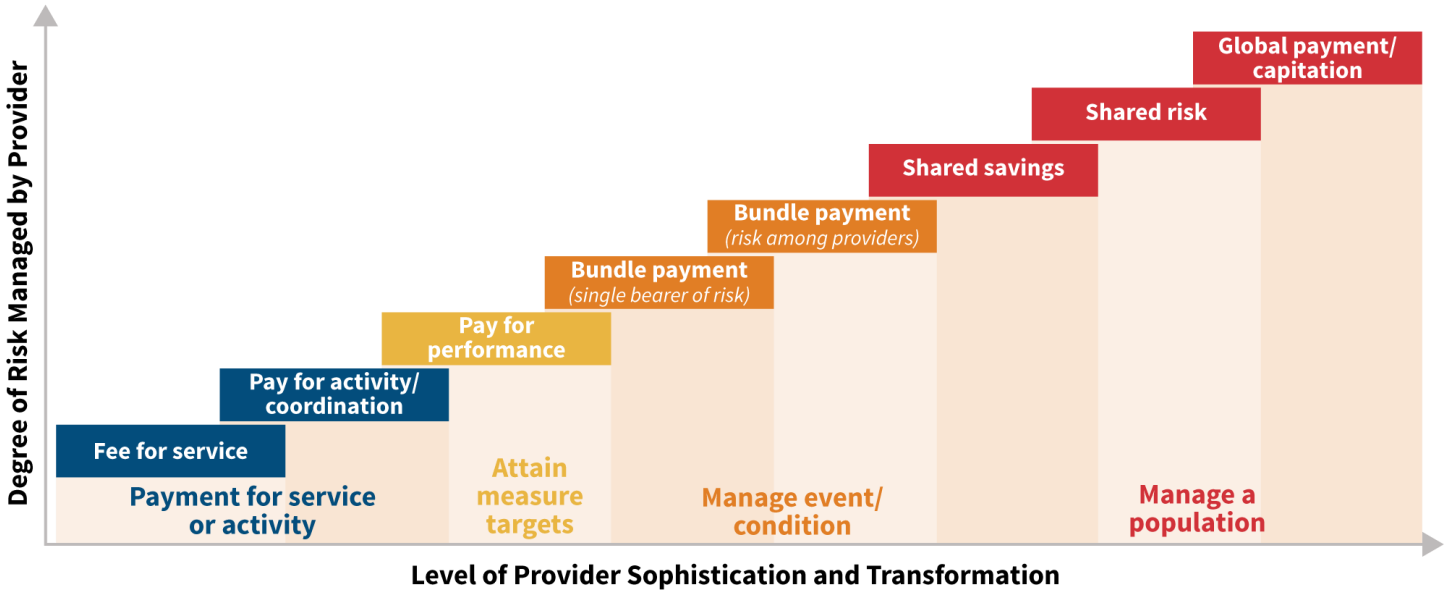
ReferralPoint

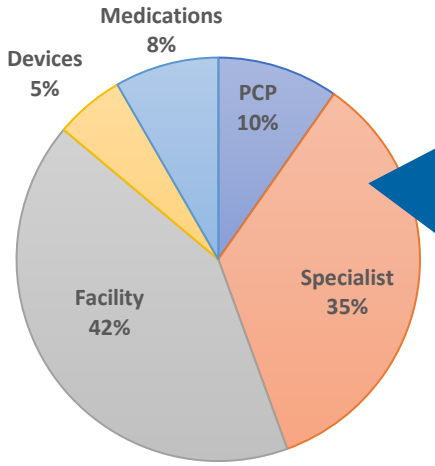
What do you want to look like in 5+ years?

Confidential and Proprietary. Do Not Copy or Forward.

What do you need to have in place to increase **SAVINGS %**?







Where can you focus to reduce **COST**?

What kind of Partner to achieve your Vision?

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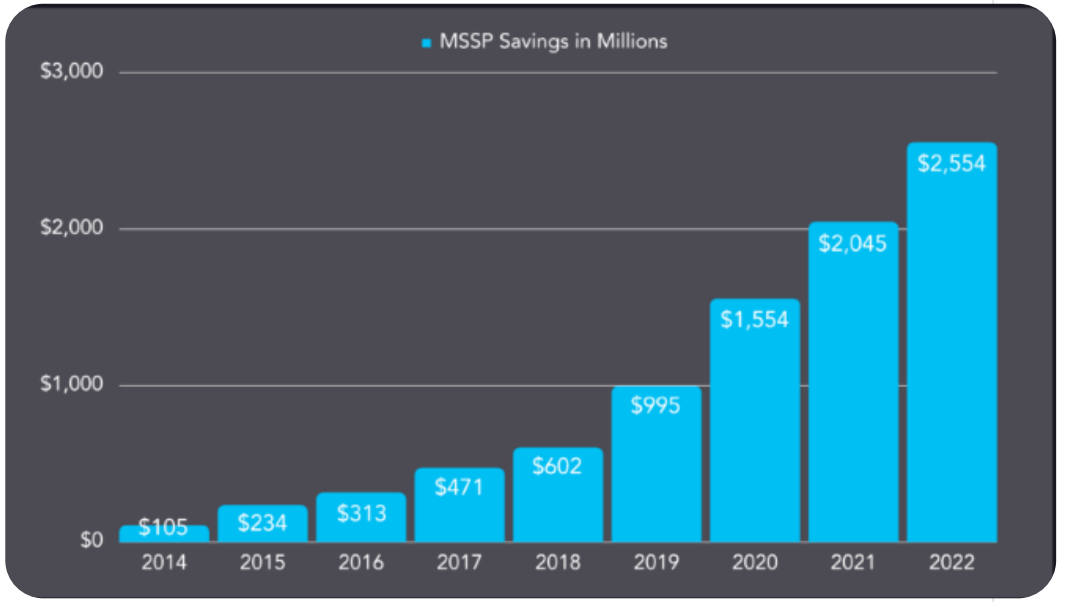
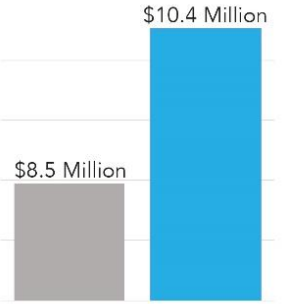
Lightbeam Health Solutions

- Harris, Robert
- Administration
- Analytics
- Dashboard
- Care Management
- ReferralPoint
- Tasking
- Resource Center
- GPRO
- Reports
- Performance

Since ReferralPoint was built within the Lightbeam Pop Health Platform, you get the benefit of all Lightbeam ***capabilities and proven track record*** to help you move into more risk within VBC.

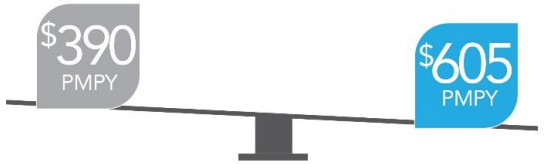


After 2023 results, Lightbeam clients have generated over $3B in Savings



$10.4M
Average Savings

Lightbeam ACOs averaged over $10 million in gross savings, compared to non-Lightbeam ACOs that averaged $8.5 million in gross savings.



Lightbeam ACOs generated 56% higher net PMPY savings ($605 on average) compared to non-Lightbeam ACOs ($390 average).

What Capabilities to achieve your Vision?

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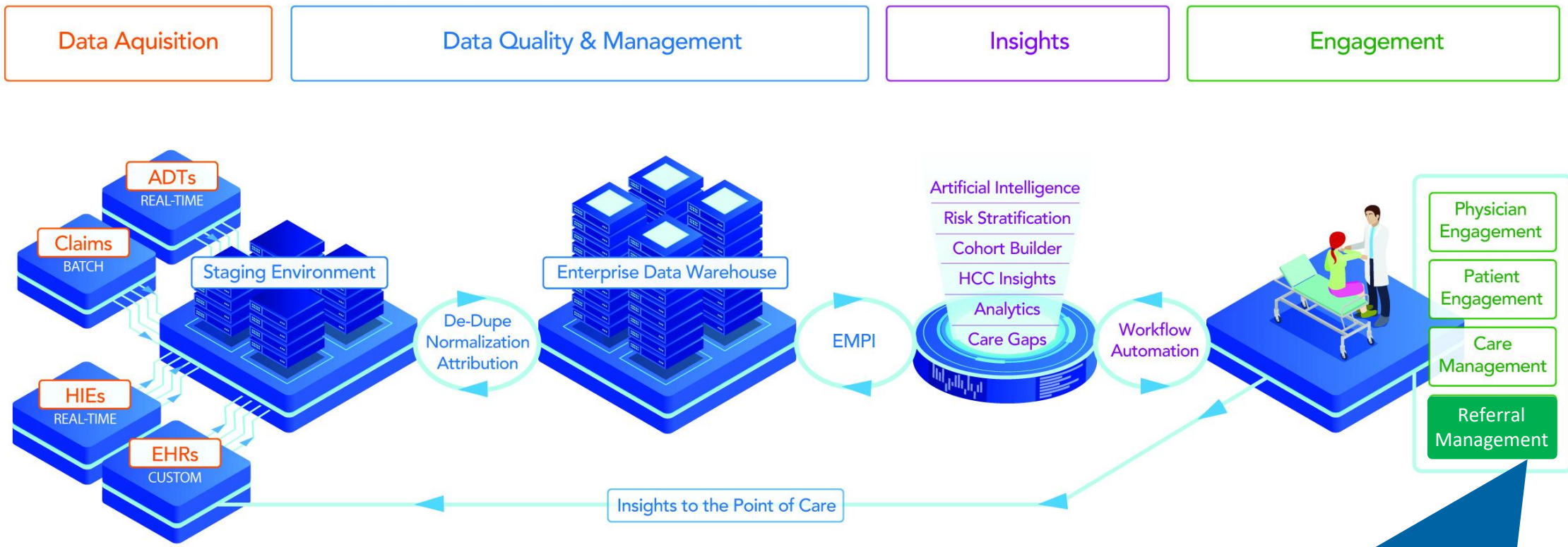


Pop Health + Referrals

in one platform!

2

What are your **Referral Problems**?

ReferralPoint

Referrals Department
We read doctor scribbles
Meet Kari
She's responsible for all Referrals and the backlog is piling up!

Referrals based on WHO the Provider knows

Patient Referral Form

Referring PCP: Dr. Turner

Specialist: Dr. Dolan

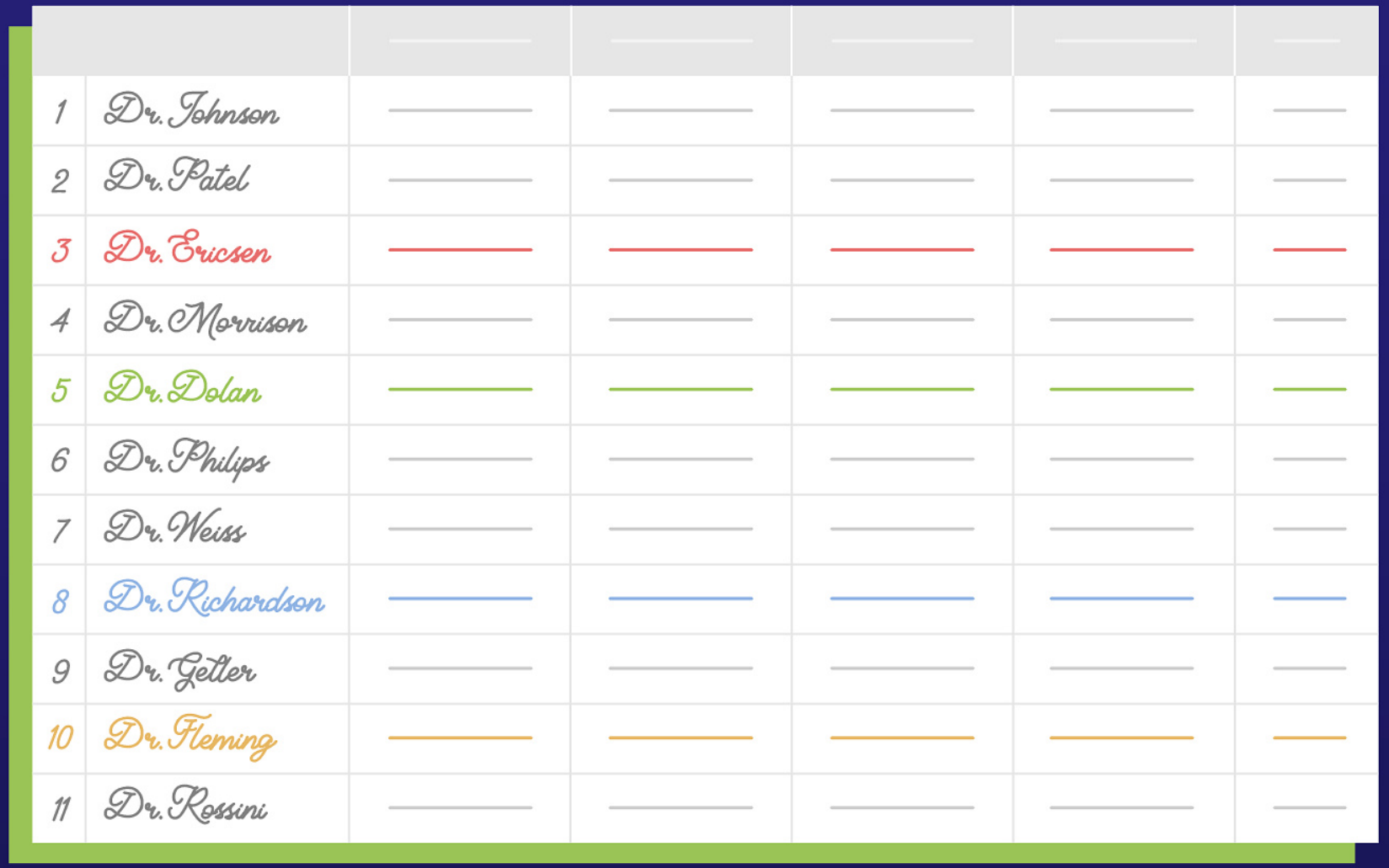
Gastroenterologist

Patient: Mr. Fletch

Details:

Tennis Partners

…or an outdated Spreadsheet?



- Retired?
- Out-of-Network?
- Lowest Cost?
- Highest Quality?
- Closes the Loop?
- Patients Insurance?

+ takes extra time
+ can't measure
+ can't control

Prior Authorizations Submitter
Referral Sender
Appointment Scheduler
Loop Closer
ALL. DONE. MANUALLY.

BEFORE CHALLENGES

1. NETWORK LEAKAGE & COST

- X No access to cost data to score & rank specialists or build preferred networks
- X Unable to see PCP referral trends or leakage by network, cost, or location

2. MANUAL WORKFLOW

- X Using outdated spreadsheets and memorization when making a referral
- X No control to ensure referrals are made to in-network, highest quality, lowest cost specialists and facilities
- X Using manual processes to complete referral selection, scheduling, authorizations, and closing the loop

3. LOW PATIENT EXPERIENCE

- X Manual, time-consuming steps increasing gaps and errors
- X Manual communication with patients causing long wait times to schedule and missed appointments

4. LACK OF VISIBILITY & ACCOUNTABILITY

- X No ability to track each step of the referral through to a closed loop
- X No ability to compare PCPs' or specialists' performance

5. STAFFING CHALLENGES & ERRORS

- X No ability to maintain referral volumes with limited MA staff
- X Difficulty qualifying for MIPS quality standards due to referral errors (30-40%)

3

What is this **Costing** you?

ReferralPoint

Leakage = $___ Lost Revenue?
High-Cost Specialist = $___ Lost Savings?
Manual Chores = $___ Unnecessary FTE Cost?
No Shows = $___ Lost Revenue?
Low Close Loop % = $___ ER Admits?
Low Patient Sat = $___ Patients Leaving * LTV
Are you able to measure to know for sure?

PHASE 1 – Provider Performance Measurement

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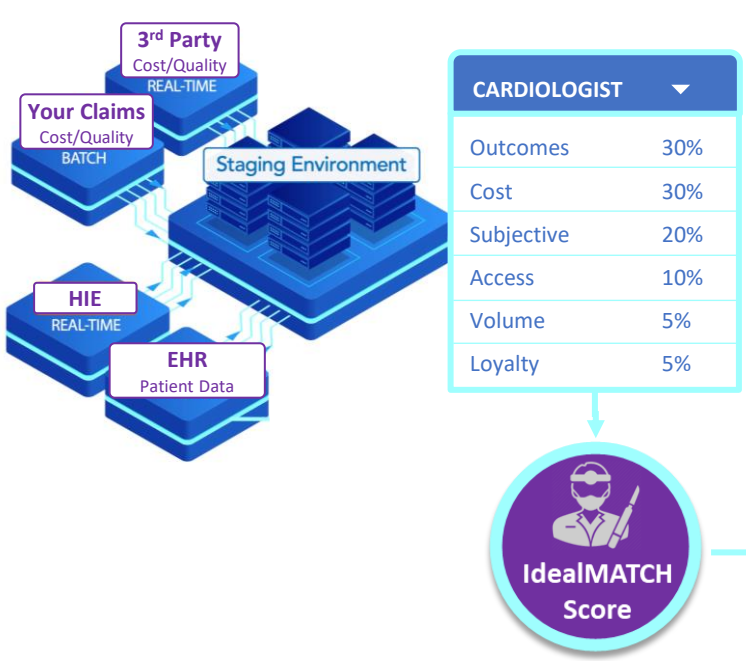
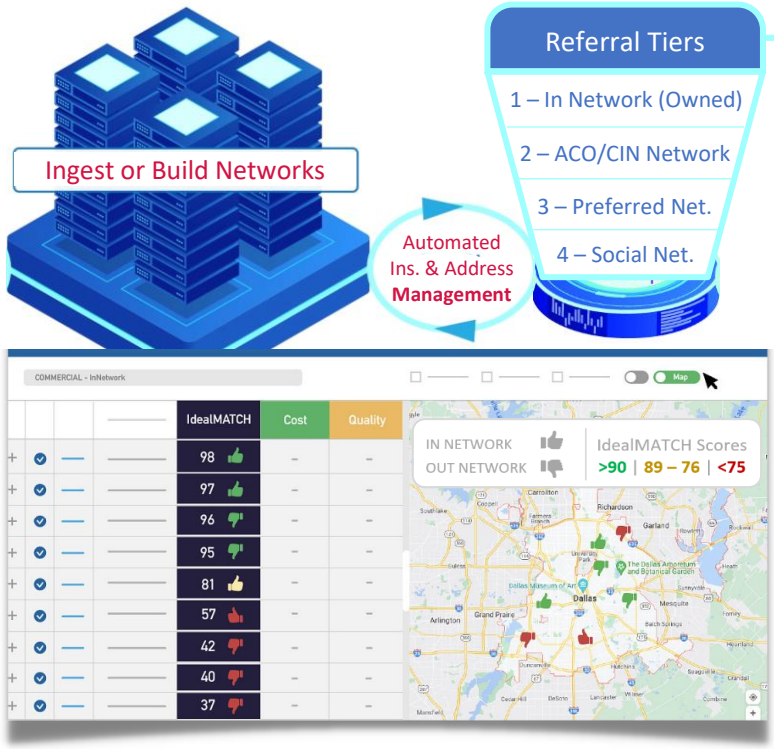
1 IdealMATCH CRITERIA™

We ingest your patients, claims and 3rd party data, then you weight each data source to customize your **IdealMATCH Scores for each Specialty**.



2 Network BUILDER™

Ingest or build your Networks, then use the scores and map to add or remove Providers and Facilities within tiered **Preferred Networks or VBC Contracts**.



3 Referral INSIGHTS™

Now you can analyze referral trends over the last 3 years to identify areas to reduce leakage and costs by each **Preferred Network and VBC Contract**.

3 Referral **INSIGHTS™**

Leakage Trends

What would you do if you could Drill down to see who is referring **Out of Networ**k to which Specialist and Facilities?

Lightbeam Health Solutions

- Harris, Robert
- Administration
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Match Criteria
Search Filters
Build Network
Provider Network
Facility Network
ORG Rank Providers
PCP Rank Providers
Specialty Mapping
Insurance Management
Organization Providers

REFERRAL COORDINATOR

Patient Search IdealMATCH
Referral Tracking
Fax Management

REPORT CARD

Report Card Criteria
Org Report Card
Providers Report Card

NETWORK VISIBILITY

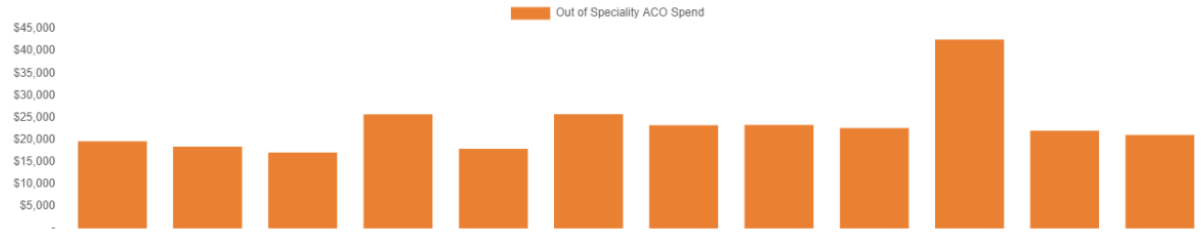
Leakage by PCP
Leakage by Specialty
Leakage by Contract
Professional Claims Analysis
Leakage by Procedure Group
Shared Patient Visit Analysis

forward.

© 202

Shared Patient Visit Analysis

Contract Entity: Gammidge Medical Group | Contract: N/A | Provider Visited: PCP | Months Within: 1 | Practice / TIN: Practice TIN | Specialty: All | Provider / NPI | Leakage Type: ACO | Contract Year: 2018 (1/2018-12/2018) | Export to Excel



BASED ON CLAIMS	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	TOTAL
Attributed Patients Overall	3,974	3,840	3,753	3,816	3,802	3,772	4,019	3,926	3,893	3,883	3,858	3,811	46,347
Patients Seen Each Month	1,616	1,495	1,461	1,562	1,539	1,507	1,548	1,537	1,568	1,733	1,541	1,267	18,374
PATIENTS SEEN 1 MONTH(S) RANGE													
+ % E&M Visits resulting in Specialists Visit	80.1%	80.1%	76.9%	77.9%	72.9%	78.0%	79.8%	75.9%	75.7%	70.2%	75.2%	72.8%	76.3%
− # Total PCP to Specialist/Facility Visits	310	282	276	307	301	315	313	252	296	370	261	252	3,535
− % Total Out of ACO Visits	64.5%	62.1%	56.9%	63.2%	62.5%	62.5%	61.0%	61.5%	63.2%	67.3%	67.0%	58.7%	62.5%
− Specialty $ Leakage %	100.0%	99.6%	100.0%	99.5%	100.0%	98.9%	99.6%	99.4%	99.0%	92.8%	97.9%	99.6%	98.8%
# of Specialist Claims	219	16	136	194	169	195	169	155	179	243	126	124	2,076
Total Paid - Specialist													,686
Out of Speciality ACO Spend													,848
+ Facility $ Leakage %													.9%
+ AVG Ideal Match Score - ALL													-
− Potential Redirection/Reduced Sp													,622
Redirected Spend if Reduced Leakag													,389
Reduced Spend if Referred to Lowes													234

PCP VIEW : FEB-2021

MyCompany Entity 1|PCP|VISITS WITHIN 1 MONTH(S)|Contract 1|ACO

NPI	TIN	SPECIALIST	SPECIALTY	#PATIENT	ASSUMED REFERRA	RP REFERRA	AVG RISK SCOR	SPECIALIST I	SPECIALIST OU	TOTAL SPECIALIS	SPECIALIST $ IN	SPECIALIST $ OUT	SPECIALIST $ TOTAL	SPECIALIST LEAKAGE	FACILITY LEAKAGE
1699034462	999888777	SMITH,RONDELL	Internal Medicine	9,543	2,348	2,433	5.51	54	31	85	$ 1,659,894	$ 1,085,176	$ 2,745,070	40%	24%
1770734030	999888777	BIEN,ELIZABETH	Pediatric Medicine	272	54	55	0.03	22	11	33	$ 383,843	$ 191,922	$ 575,765	33%	2%
1508843442	999888777	LEWIS,DANTE	Pediatric Medicine	372	74	76	1.11	13	12	25	$ 243,261	$ 130,986	$ 374,247		12%
1467439968	999888777	RICHBOURG,HENRY	Family Practice	1,010	202	206	3.03	17	14	31	$ 201,518	$ 115,153	$ 316,671		15%

SPECIALTY VIEW : FEB-2021

MyCompany Entity 1|PCP|VISITS WITHIN 1 MONTH(S)|Contract 1|ACO

SPECIALTY	#PATIENTS	# CLAIMS	ASSUMED REFERRALS	RP REFERRALS	AVG RISK SCORE	TOTAL VISITS	SPECIALIST IN	SPECIALIST OUT	TOTAL SPECIALIST	SPECIALIST $ IN	SPECIALIST $ OUT	SPECIALIST $ TOTAL	SPECIALIST LEAKAGE
General Surgery	193	204	213	222	5.76	164	6	3	9	$ 185,835	$ 274,125	$ 459,960	33%
Gynecological Oncology	124	130	132	134	4.99	99	1	1	2	$ 87,465	$ 207,375	$ 294,840	27%
Cardiovascular Disease	106	110	126	142	7.60	98	12	4	16	$ 316,800	$ 180,500	$ 497,300	21%
Gastroenterology	179	188	194	200	1.75	170	4	2	6	$ 83,510	$ 139,685	$ 223,195	33%
Physical Medicine and Rehabilitation	194	204	207	210	1.06	189	2	1	3	$ 109,968	$ 62,160	$ 172,128	

SPECIALIST VIEW : FEB-2021

MyCompany Entity 1|PCP|VISITS WITHIN 1 MONTH(S)|Contract 1|ACO

NPI	TIN	SPECIALIST	SPECIALTY	#PATIENT	CLAIMS	ASSUMED REFERRA	RP REFERRALS	$ TOTAL	NETWORK	AVG RISK SCORE	AVG PATIENT	AVG TTPS
1114990033	999888777	JHA,SANJAYA	Cardiovascular Disease	9	9	10	11	$ 76,950	OUT	0.64	4.60	14
1689679888	999888777	SANGHA,SUMANDEEP	Cardiovascular Disease	8	8	9	10	$ 60,800	OUT	4.00	4.56	21
1912964073	999888777	LEONARDIS,JEFFREY	Cardiovascular Disease	6	6	7	8	$ 34,200	OUT	7.00	4.57	10

Savings If Referred In-Network

Specialty Categories (05)	Visits Per K	INN Cost per Visit	OON Cost per Visit	Variance	REFERRAL COORDINATOR Selected INN	REFERRAL COORDINATOR Spend INN	REFERRAL COORDINATOR Selected OON	REFERRAL COORDINATOR Spend OON	PCP Selected INN	PCP Spend INN	PCP Selected OON	PCP Spend OON	→	TOTALS
Ophthalmology	626	$176	$674	$498	201	$35,376	182	$122,668	474	$83,424	986	$664,564		$906,032
Hematology-Oncology	319	$734	$1,849	$1,115	30	$22,020	23	$42,527	230	$168,820	108	$199,692		$433,059
Cardiology	1,103	$299	$566	$267	104	$31,096	209	$118,294	789	$235,911	873	$494,118		$879,419
General Surgery	689	$326	$1,222	$896	2	$652	80	$97,760	153	$49,878	105	$128,310		$276,600
Dermatology	534	$207	$491	$284	102	$21,114	154	$75,614	391	$80,937	569	$279,379		$457,044
Physical Therapy	647	$61	$106	$45	3	$183	135	$14,310	3	$183	727	$77,062		$91,738
Diagnostic Radiology	414	$915	$2,912	$1,997	0	$0	0	$0	6	$5,490	10	$29,120		$34,610
Rheumatology	134	$527	$900	$373	0	$0	44	$39,600	86	$45,322	206	$185,400		$270,322
Urology	394	$105	$345	$240	9	$945	134	$46,230	426	$44,730	321	$110,745		$202,650
Neurology	216	$142	$1,206	$1,064	1	$142	183	$220,698	194	$27,548	480	$578,880		$827,268
Radiation Oncology	118	$482	$489	$7	1	$482	0	$0	16	$7,712	10	$4,890		$13,084
Medical Oncology	53	$542	$1,613	$1,071	5	$2,710	4	$6,452	106	$57,452	64	$103,232		$169,846
Pulmonary Disease	180	$150	$437	$287	1	$150	46	$20,102	199	$29,850	151	$65,987		$116,089
Other Specialty	492	$259	$581	$322	458	$118,724	1,654	$961,158	3,559	$922,572	5,316	$3,089,187		$5,091,640
June Referrals		20,323						$1,765,413				$6,010,566	→	$9,769,401
							75.6%				59.9%			
					PHASE 3.1 Auto IdealMATCH when Specialist Field is empty				PHASE 3.2 Auto IdealMATCH but allow PCP to override					
Reduce Leakage by					90%				50%					
Annual Savings					$11,231,157				$20,259,961				→	$31,491,118

Keepage Dashboard

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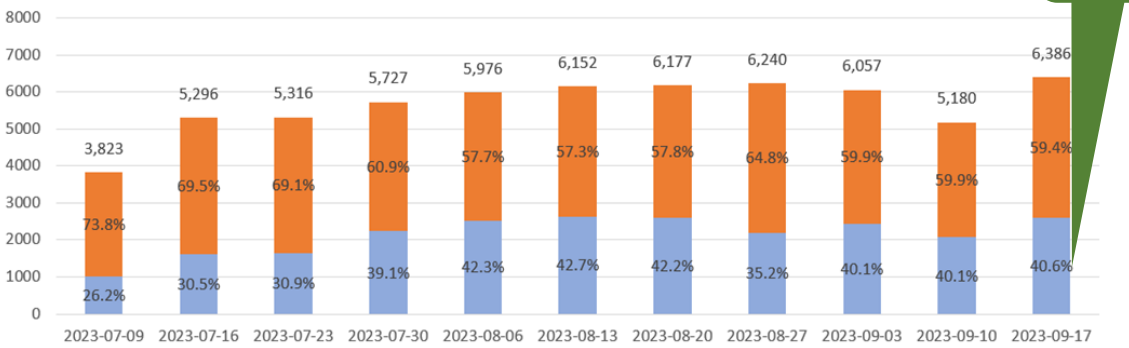
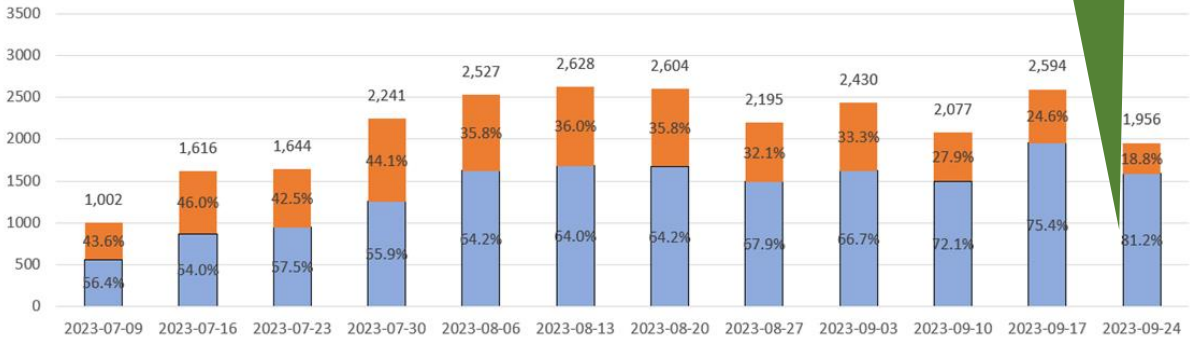
% Orders with Specialist Left Blank

Increased **14.4%**



% IN Network for Orders with Specialist Left Blank

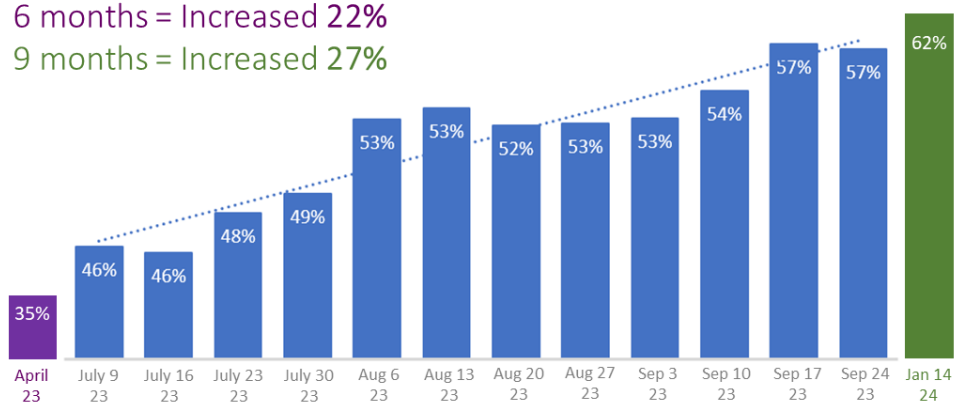
Increased **24.8%**



Overall KEEPAGE %

VillageMD

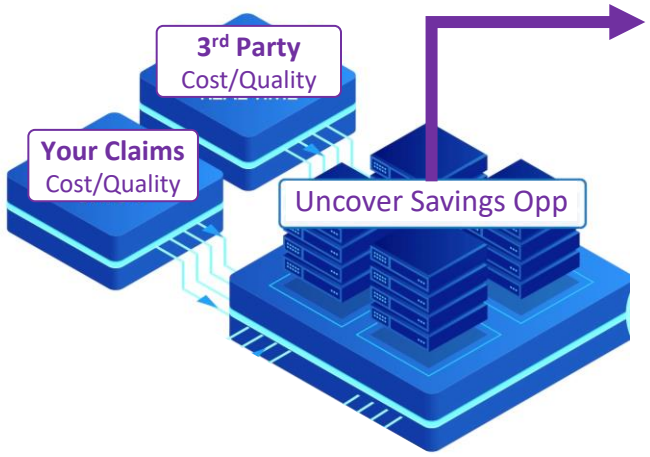
3 months = Increased 11%
6 months = Increased 22%
9 months = Increased 27%



As PCPs review ReferralPoint Reports and see our **auto IdealMATCH** in action;
PCPs gain confidence to leave the “refer to” field blank, allowing us to ensure ideal referral selection, increasing the INN %.

3 Referral **INSIGHTS™**

Identify GAPS Causing Leakage



Top 5 Zips by Top 10 Specialty - Opps & Gaps

Zip Codes sorted in descending order by Total Referrals
Specialty sorted in descending order by Out of Network

	IN	OUT	Total	
76104	927	834	1,761	Opp
CARDIOVASCULAR DISEASE (CARDIOLOGY)	122	266	388	Opp
GASTROENTEROLOGY	167	245	412	Opp
NEUROLOGY	38	90	128	Opp
NEUROSURGERY	0	79	79	Gap
DERMATOLOGY	0	65	65	Gap
ORTHOPEDIC SURGERY	87	56	143	Opp
GENERAL SURGERY	47	21	68	Opp
OBSTETRICS & GYNECOLOGY	73	11	84	Opp
ENT-OTOLARYNGOLOGY	88	1	89	Opp
COLORECTAL SURGERY (PROCTOLOGY)	305	0	305	Win
76132	291	1,185	1,476	Opp
GASTROENTEROLOGY	0	422	422	Gap
DERMATOLOGY	0	132	132	Gap
UROLOGY	0	123	123	Gap
ORTHOPEDIC SURGERY	97	121	218	Opp
CARDIOVASCULAR DISEASE (CARDIOLOGY)	0	112	112	Gap
PODIATRY	0	102	102	Gap
ENDOCRINOLOGY	0	88	88	Gap
OPHTHALMOLOGY	43	74	117	Opp
OBSTETRICS & GYNECOLOGY	17	11	28	Opp
ENT-OTOLARYNGOLOGY	134	0	134	Win
76109	214	139	353	Opp
PULMONARY DISEASE	0	52	52	Gap
UROLOGY	0	43	43	Gap
DERMATOLOGY	0	26	26	Gap

Top 5 Specialty by Top 10 Zips - Opps & Gaps

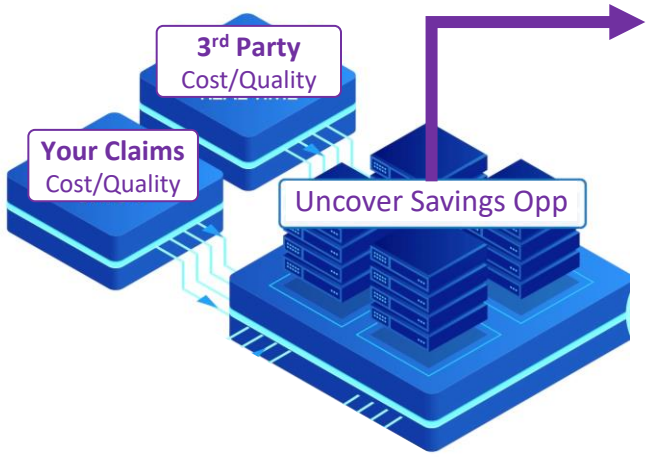
Specialty sorted in descending order by Total Referrals
Zip Codes sorted in descending order by Out of Network

Opp - In Network Specialist Available but Leakage Occuring
Gap - 100% Leakage or NO In Network Specialist Available
Win - 100% Referrals In Network

	IN	OUT	Total	
GASTROENTEROLOGY	176	1,583	1,759	Opp
76132	0	453	453	Gap
76104	176	276	452	Opp
76063	0	275	275	Gap
75057	0	128	128	Gap
76022	0	99	99	Gap
76012	0	96	96	Gap
76180	0	73	73	Gap
76244	0	59	59	Gap
76102	0	54	54	Gap
75028	0	35	35	Gap
76086	0	35	35	Gap
ORTHOPEDIC SURGERY	302	683	985	Opp
76063	0	152	152	Gap
76132	105	151	256	Opp
76401	0	93	93	Gap
76104	115	67	182	Opp
75028	0	67	67	Gap
76015	0	66	66	Gap
75165	0	48	48	Gap
76051	0	28	28	Gap
76109	31	9	40	Opp
76086	51	2	53	Opp
CARDIOVASCULAR DISEASE (CARDIOLOGY)	130	785	915	Opp
76104	130	283	413	Opp
76063	0	138	138	Gap

3 Referral **INSIGHTS™**

Identify Lowest Cost Facility by DRG



Top 10 DRG by Spend (Previous 12 Months)

DRG - Description - Rendering	Claims	Avg LOS	Total Days	Avg Day Amt	Avg Claim Amt	Rank ACA	Total Claim Amt	Rank TCA
871	82	6.2	512	$3,470	$21,667		$1,776,681	
SEPTICEMIA OR SEVERE SEPSIS W/O MV 96+ HOURS W MCC	82	6.2	512	$3,470	$21,667		$1,776,681	
MONTCLAIR HOSPITAL LLC	28	5.6	157	$4,047	$22,692	4	$635,386	1
HMH HOSPITALS CORPORATION	22	6.7	147	$3,738	$24,974	5	$549,428	2
AHS HOSPITAL CORP.	15	6.1	92	$3,357	$20,588	3	$308,821	3
COOPERMAN BARNABAS MEDICAL CENTER INC	12	5.7	68	$2,929	$16,598	1	$199,179	4
ST JOSEPHS UNIVERSITY MEDICAL CENTER INC.	5	9.6	48	$1,747	$16,773	2	$83,866	5
177	45	5.8	260	$3,937	$22,749		$1,023,706	
RESPIRATORY INFECTIONS & INFLAMMATIONS W MCC	45	5.8	260	$3,937	$22,749		$1,023,706	
AHS HOSPITAL CORP.	16	5.8	92	$3,601	$20,704	2	$331,258	1
HMH HOSPITALS CORPORATION	12	8.3	99	$2,979	$24,574	4	$294,886	2
MONTCLAIR HOSPITAL LLC	11	3.1	34	$7,726	$23,879	3	$262,670	3
COOPERMAN BARNABAS MEDICAL CENTER INC	4	6.0	24	$3,261	$19,566	1	$78,266	4
ROBERT WOOD JOHNSON UNIVERSITY HOSPITAL AT RAHWAY	2	5.5	11	$5,148	$28,313	5	$56,626	5
807	77	2.4	185	$4,844	$11,637		$896,050	
No Code Given	77	2.4	185	$4,844	$11,637		$896,050	
COOPERMAN BARNABAS MEDICAL CENTER INC	29	2.6	74	$4,072	$10,392	1	$301,356	1
HMH HOSPITALS CORPORATION	21	2.4	51	$5,435	$13,199	4	$277,182	2
AHS HOSPITAL CORP.	18	2.3	42	$4,681	$10,921	2	$196,583	3
JERSEY CITY MEDICAL CENTER	5	2.2	11	$5,902	$12,985	3	$64,925	4
MONMOUTH MEDICAL CENTER INC	4	1.8	7	$8,001	$14,001	5	$56,004	5

Savings Opportunties if Referred to Lowest Avg Cost

	Total Spend		Spend Opp	Savings Opp	Savings %
Summary →	$7,347,105		$5,643,924	$1,703,182	23.2%

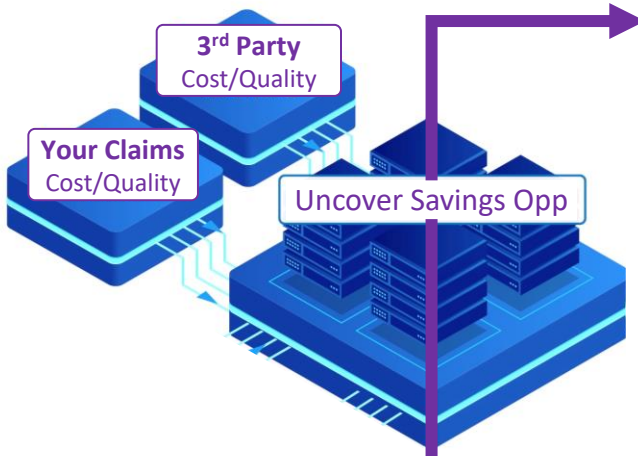
Claims	Lowest Avg Cost	Spend if Lowest Avg Cost Used	Savings Opportunity	Potential Savings %
82	$16,598	$1,361,057	$415,623	23.4%
45	$19,566	$880,488	$143,218	14.0%
77	$10,392	$800,153	$95,897	10.7%

by Rendering Facility

Spend if Lowest Avg Cost Used	Savings Opportunity	Potential Savings %
$464,751	$170,635	26.9%
$365,162	$184,266	33.5%
$248,974	$59,847	19.4%
$199,179	$0	0.0%
$82,991	$875	1.0%
$313,062	$18,196	5.5%
$234,797	$60,090	20.4%
$215,230	$47,440	18.1%
$78,266	$0	0.0%
$39,133	$17,493	30.9%
$301,356	$0	0.0%
$218,224	$58,958	21.3%
$187,049	$9,534	4.8%
$51,958	$12,967	20.0%
$41,566	$14,438	25.8%

3 Referral **INSIGHTS™**

Identify Lowest Cost By Procedure/Specialty



Top 10 Procedures

Ophthalmology

Date Range:

Report Created Date:

Total Spend: $ 11,471,389

Claims: 16,633

*Report only includes providers who rendered service to 10 or more unique claimants

↓ Filter ↓

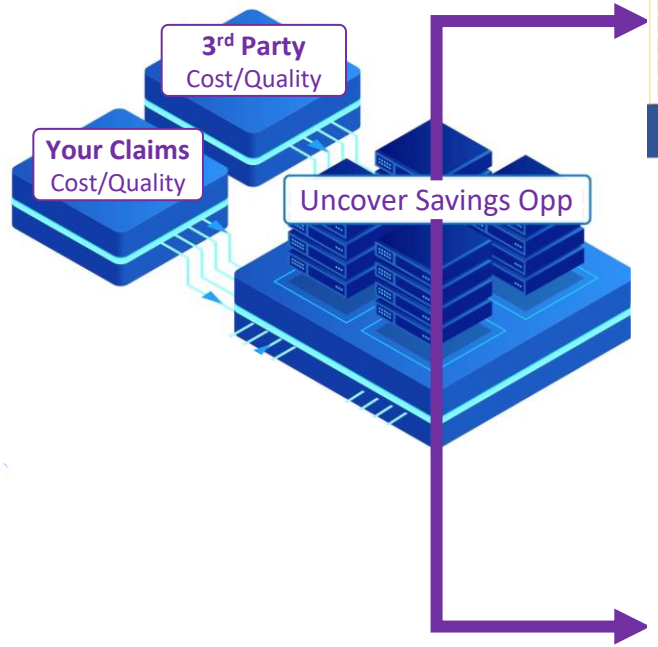
100	Specialty	Ophthalmology
Total Weight		

Weights to Ranking →

									25.0%				25.0%				25.0%				25.0%			
									Patients				Visits				Visits per Patients				Claims			
Top 100 Spend	NPI	Provider	Procedure Code	Procedure Description	ACG Score	Total Paid	Total Claimants	Cost per Claimant (CPC)	Median CPC	Delta CPC	Total Visits	Cost per Visit (CPV)	Median CPV	Delta CPV	Visits per Claimant (VPC)	Median VPC	Delta VPC	Total Claims	Claims per Patient (CPP)	Median CPP	Delta CPP
0.5	1285889311	COLE, MATTHEW	J0178	AFLIBERCEPT INJECTION	21.7	$1,413,920	174	$69,843	$47,645	$22,198	809	$16,004	$13,166	$2,838	40.13	30.33	9.80	386	17.75	16.92	0.83
43.7			67028	INJECTION EYE DRUG	1.8	$26,599	63	$422	$218	$205	327	$81	$85	($3)	5.19	2.69	2.50	80	1.27	1.00	0.27
2.3	1023014347	MCMILLAN, TOD	J2778	RANIBIZUMAB INJECTION	6.3	$764,537	68	$31,944	$9,946	$21,998	532	$4,028	$3,327	$701	23.18	9.00	14.18	309	13.43	6.00	7.43
1.0			J0178	AFLIBERCEPT INJECTION	10.4	$577,532	41	$60,588	$26,470	$34,119	339	$8,478	$7,315	$1,163	36.23	16.85	19.38	137	15.23	9.40	5.83
17.5			67028	INJECTION EYE DRUG	4.2	$59,889	69	$1,729	$435	$1,294	593	$198	$169	$29	17.16	5.38	11.78	143	4.15	2.00	2.15
2.8	1376644476	SHULER, ROBERT	J2778	RANIBIZUMAB INJECTION	5.3	$545,584	62	$24,644	$9,946	$14,698	364	$4,104	$3,327	$777	17.12	9.00	8.12	228	10.44	6.00	4.44
0.3			J0178	AFLIBERCEPT INJECTION	11.5	$404,026	29	$91,187	$31,764	$59,424	240	$10,543	$8,778	$1,766	52.60	20.22	32.38	120	25.50	11.28	14.22
29.5			67028	INJECTION EYE DRUG	2.0	$38,225	47	$813	$218	$596	350	$109	$85	$24	7.45	2.69	4.76	110	2.34	1.00	1.34
0.7	1366448672	GOOGE, JOSEPH	J0178	AFLIBERCEPT INJECTION	15.1	$590,706	66	$57,797	$37,058	$20,739	313	$12,069	$10,240	$1,828	32.82	23.59	9.23	198	20.41	13.16	7.25
4.3			J2778	RANIBIZUMAB INJECTION	5.1	$259,416	47	$16,714	$9,946	$6,767	204	$3,839	$3,327	$512	13.22	9.00	4.22	105	6.78	6.00	0.78
2.7	1710983721	MILLER, JAMES	J2778	RANIBIZUMAB INJECTION	6.8	$373,157	57	$23,918	$13,262	$10,656	284	$4,684	$4,437	$248	20.06	12.00	8.06	140	8.73	8.00	0.73
6.7			J3590	UNCLASSIFIED BIOLOGICS	3.8	$193,938	18	$20,175	$10,942	$9,233	73	$4,954	$3,652	$1,302	8.25	6.00	2.25	33	3.42	2.50	0.92
4.3			J0178	AFLIBERCEPT INJECTION	4.8	$178,289	13	$25,988	$10,588	$15,400	65	$5,589	$2,926	$2,663	9.40	6.74	2.66	42	5.85	3.76	2.09
29.6			J2777	(blank)	2.1	$53,883	13	$4,145	$3,581	$564	25	$2,155	$1,790	$365	1.92	2.00	-0.08	14	1.08	1.17	-0.09
28.7			67028	INJECTION EYE DRUG	1.8	$40,781	53	$769	$218	$552	390	$105	$85	$20	7.36	2.69	4.67	172	3.25	1.00	2.25
0.6	1427054436	PERKINS, STEPHEN	J0178	AFLIBERCEPT INJECTION	11.9	$392,632	43	$67,368	$26,470	$40,898	223	$9,778	$7,315	$2,463	32.58	16.85	15.73	145	25.31	9.40	15.91
3.4			J2778	RANIBIZUMAB INJECTION	5.5	$222,317	35	$19,001	$9,946	$9,055	183	$3,588	$3,327	$260	15.67	9.00	6.67	110	9.44	6.00	3.44
32.8			67028	INJECTION EYE DRUG	1.8	$25,355	41	$618	$218	$401	266	$95	$85	$11	6.49	2.69	3.80	97	2.37	1.00	1.37
14.3			J3590	UNCLASSIFIED BIOLOGICS	3.7	$21,053	2	$10,527	$5,471	$5,056	6	$3,509	$1,826	$1,683	3.00	3.00	0.00	5	2.50	1.25	1.25
1.2	1972509297	ANDERSON, NICHOLAS	J2778	RANIBIZUMAB INJECTION	11.7	$382,338	67	$36,879	$19,893	$16,986	280	$8,992	$6,655	$2,337	24.89	18.00	6.89	222	20.43	12.00	8.43
1.6			J0178	AFLIBERCEPT INJECTION	8.1	$210,527	24	$37,834	$21,176	$16,658	106	$7,997	$5,852	$2,145	18.46	13.48	4.98	83	14.19	7.52	6.67
0.7	1477791143	LAHAM, AILEE	J0178	AFLIBERCEPT INJECTION	12.6	$335,855	23	$62,366	$26,470	$35,897	158	$9,585	$7,315	$2,270	33.15	16.85	16.30	91	21.05	9.40	11.65
2.4			J2778	RANIBIZUMAB INJECTION	6.5	$207,895	23	$27,353	$9,946	$17,407	136	$4,438	$3,327	$1,111	18.21	9.00	9.21	80	10.92	6.00	4.92
18.4			67028	INJECTION EYE DRUG	4.5	$35,646	54	$1,357	$435	$922	362	$200	$169	$30	13.48	5.38	8.09	128	4.61	2.00	2.61
32.5	1790754190	MCDANIEL, DARYL	66984	XCAPSL CTRC RMVL W/O ECP	2.3	$224,495	603	$745	$816	($71)	606	$741	$810	($69)	2.01	2.00	0.01	436	1.45	2.00	-0.55
37.0			66821	AFTER CATARACT LASER SURGERY	2.3	$32,236	153	$421	$502	($82)	160	$402	$499	($97)	2.09	2.00	0.09	152	1.98	2.00	-0.02
66.2			92136	OPHTHALMIC BIOMETRY	2.2	$7,604	332	$46	$53	($7)	336	$45	$51	($6)	2.02	2.00	0.02	173	1.04	2.00	-0.96
40.9			66991	XCAPSL CTRC RMVL INSJ 1+	1.3	$5,531	12	$922	$1,000	($79)	13	$857	$1,000	($143)	2.17	2.00	0.17	3	0.50	2.00	-1.50
52.6			66982	XCAPSL CTRC RMVL CPLX WO ECP	0.9	$3,298	6	$550	$587	($38)	6	$550	$573	($23)	1.00	1.00	0.00	6	1.00	1.00	0.00
47.1			66170	GLAUCOMA SURGERY	1.9	$2,552	3	$851	$823	$28	3	$851	$823	$28	1.00	1.00	0.00	3	1.00	1.00	0.00
30.3	1124290143	GALLAHER, KEVIN	66984	XCAPSL CTRC RMVL W/O ECP	2.5	$136,813	311	$880	$816	$64	312	$877	$810	$67	2.01	2.00	0.01	199	1.27	2.00	-0.73
47.2			92014	EYE EXAM&TX ESTAB PT 1/>VST	2.2	$49,823	518	$188	$187	$2	532	$183	$187	($3)	2.05	2.00	0.05	368	1.43	2.00	-0.57
32.5			66821	AFTER CATARACT LASER SURGERY	2.6	$26,330	103	$511	$502	$8	104	$506	$499	$8	2.02	2.00	0.02	103	2.00	2.00	0.00

3 Referral **INSIGHTS™**

Identify Lowest SNF by CBSA



ST

AR, AZ, CA, CO, CT, DE, FL, GA, IL, IN

Select CBSA

Ada, OK
Albuquerque, NM
Allentown-Bethlehem-Easton, P...
Americus, GA
Ardmore, OK
Atchison, KS
Atlanta-Sandy Springs-Alpharett...
Atlantic City-Hammonton, NJ
Augusta-Richmond County, GA-SC
Austin-Round Rock-Georgetown,...

SNF Report

	Patients	Episodes	Avg Episodes per Patient	Avg Episode Cost	ED Visits	Avg ED Visits	IP Admits	Avg IP Admits	Avg Risk Score
Totals | Averages	3,155	3,887	1.23	$15,103	862	0.27	464	0.15	2.59

Total Spend: $58,706,798

Weight →								
	25.0%	12.5%	12.5%		25.0%		25.0%	

Facility Score	CBSA	Facility Name	NPI #	(P) Patients	(E) Episodes	Avg E/P	Avg Episode Cost (AEC)	ED Visits (EDV)	Avg ED Visits (AEDV)	IP Admits (IPA)	Avg IP Admits (AIPA)	(Avg) Risk Score	Rank Avg Rank E	Rank Avg E/P	Rank Avg Rank AEC	Rank AEDV	Rank AIPA	Total Spend
74.2	Albuquerque, NM	AHC OF ALBUQUERQUE LLC	1629244124	38	42	1.11	$11,802	2	0.05	2	0.05	2.26	1	2	3	2	2	$493,275
50.9		ALBUQUERQUE HEIGHTS HEALTHCARE AND REHABILITATION CENTER, LLC	1629260781	9	9	1.00	$18,174	1	0.11	1	0.11	3.71	2	1	4	3	3	$163,569
39.6		PEAK MEDICAL NEW MEXICO NO. 3 LLC	3439965121	7	8	1.14	$12,958	1	0.17	1	0.17	2.70	3	3	6	4	5	$103,767
69.2		ALBUQUERQUE OPERATIONS LLC	1619447554	7	8	1.14	$6,951	0	0.00	0	0.00	3.67	3	3	1	1	1	$56,482
21.1		ST. THERESA HEALTHCARE AND REHABILITATION CENTER, LLC	1700078870	6	7	1.17	$22,587	3	0.43	2	0.29	4.68	4	4	5	5	4	$157,408
64.4		ODELIA HEALTHCARE LLC	1811552359	6	6	1.00	$10,814	0	0.00	0	0.00	3.94	5	1	2	1	1	$64,885
58.3	Atlanta-Sandy Springs-Alpharetta, GA	WELLSTAR SYLVAN GROVE HOSPITAL, INC	1386664779	10	10	1.00	$30,799	0	0.00	1	0.10	2.52	1	1	3	1	2	$307,990
63.5		JACKSON GA OPCO LLC	1073192167	6	9	1.50	$12,315	0	0.00	0	0.00	2.31	2	2	1	1	1	$110,723
35.8		PIEDMONT HENRY HOSPITAL, INC.	1790781821	6	6	1.00	$16,150	1	0.17	1	0.17	2.25	3	1	2	2	3	$96,899
65.8	Atlantic City-Hammonton, NJ	ABSECON OPERATOR, LLC	1467018960	11	14	1.27	$23,978	0	0.00	0	0.00	2.32	1	3	5	1	1	$355,448
67.1		EGG HARBOR CARE AND REHABILITATION CENTER LLC	1457010449	7	10	1.43	$11,198	0	0.00	0	0.00	1.55	2	4	1	1	1	$89,760
69.3		ROYAL SUITES CARE CENTER LLC	1144321886	8	8	1.00	$12,613	0	0.00	0	0.00	1.59	3	1	3	1	1	$100,904
21.5		GALLOWAY NURSING & REHAB LLC	1144666579	7	7	1.00	$21,871	4	0.57	3	0.43	3.32	4	1	4	3	2	$153,094
48.1		HEBREW OLD AGE CENTER OF ATLANTIC CITY	1528052412	5	6	1.20	$11,964	1	0.17	0	0.00	2.89	5	2	2	2	1	$70,974
63.8	Bloomington, IN	PUTNAM COUNTY HOSPITAL	3126921876	6	6	1.00	$11,721	0	0.00	0	0.00	1.06	1	1	1	1	1	$70,328
35.8	Cape Girardeau, MO-IL	LUTHERAN HOME FOR THE AGED	1376539320	7	10	1.43	$9,187	4	0.40	2	0.20	3.26	1	1	1	2	2	$103,201
56.3		ELDERCARE OF MARBLE HILL, LLC	1902803232	6	9	1.50	$28,104	0	0.00	0	0.00	2.80	2	2	2	1	1	$234,994
46.2	Carbondale-Marion, IL	UNLIMITED DEVELOPMENT, INC	2419158613	158	188	1.19	$18,456	75	0.45	27	0.15	1.96	1	4	7	7	5	$3,619,738
34.8		HELIA HEALTHCARE OF ENERGY, LLC	1043217870	38	56	1.47	$18,981	29	0.52	18	0.32	2.98	2	6	5	6	6	$1,011,478
62.1		SOUTHERN ILLINOIS HOSPITAL SERVICES	1639595036	36	40	1.11	$32,765	2	0.05	4	0.10	2.45	3	3	6	1	3	$1,279,915
36.5		SHAWNEE SENIOR LIVING LLC	1467002261	28	37	1.32	$18,437	17	0.46	12	0.32	2.78	4	5	4	5	7	$694,090
75.1		MARION REHABILITATION AND NURSING CENTER,LLC	1922103589	18	18	1.00	$11,227	2	0.11	0	0.00	1.60	5	1	1	2	1	$202,081
52.9		CARBONDALE REHABILITATION AND NURSING CENTER, LLC	1063518850	14	15	1.07	$13,414	6	0.40	1	0.07	1.90	6	2	2	4	2	$202,214
37.3		HERRIN REHABILITATION AND NURSING CENTER, LLC	1932205713	7	7	1.00	$15,330	2	0.29	1	0.14	4.50	7	1	3	3	4	$107,307
51.5	Chicago-Naperville-Elgin, IL-IN-WI	ELEVATE CARE WAUKEGAN LLC	1457822199	43	65	1.51	$13,681	15	0.23	8	0.12	3.86	1	3	1	2	2	$855,151
35.2		PAVILION OF WAUKEGAN, LLC	1871766741	21	32	1.52	$24,729	11	0.34	8	0.25	4.62	2	4	4	3	3	$752,216
58.6		SLOVAK AMERICAN CHARITABLE ASSOCIATION	1114903754	11	14	1.27	$14,419	1	0.07	1	0.07	3.32	3	2	2	1	1	$195,981
58.8		ELEVATE CARE RIVERWOODS LLC	1356812093	12	14	1.17	$17,857	1	0.07	1	0.07	3.27	3	1	3	1	1	$238,551
15.6		MAJOR HOSPITAL	4959285391	5	8	1.60	$24,316	4	0.50	2	0.33	4.77	4	5	5	4	4	$195,204

Specialist Report Card (Printable)

Confidential. Proprietary.
Do Not Copy or Forward.

Specialties	ENT-Otolaryngology	Demographic Insights	
Address	FORT WORTH	Referrals thru RP	4
Hospital Affiliations	Hospital 1, Hospital 3	Referrals from Claims	5
Insurances Accepted	AETNA, HUMANA	New/Existing Patient Volumes	Low
		Cost per Visit	$250

Claims 2,671 | Visits 2,671 | Patients 1,304

Monthly Referrals — Total 315

IdealMatch & Patient Experience Scores

IdealMATCH 70 | Patient Experience 50

Patient Experience Score (CMS) 4

Patient Engagement %

43.0%

Top 5 Insurances Received

Top 5 CPT/HCPC Codes by Spend

Top 5 Referring PCPs

Quality/Outcomes Review (3rd Party Data)

within Privia BeLow Average | within CBSA Average

(3rd Party Data)

within Privia Above Average | within CBSA Average

Cost Review (Claims Data)

within Privia BeLow Average | within CBSA Well BeLow Average

Claims / Patient Scores

Quality/Outcomes Scores

Scores (Cost per)

Suggestions:

1. Connect with Leading Reach – Help keep us up-to-date with our patients and close the loop with clinical documentation.
2. Speak with your Texas Health patients about responding to the text messaging if they received texts.
3. Remind your patients to connect with their PCP after their care is completed with you, the Specialist.
4. Improve your Quality and Cost Scores by communicating your patient's care back to the PCP for better coordinated care.
5. Improve your Patient Experience Score

IDENTIFIED SAVING OPPORTUNITIES

SPECIALITY	Avg RECIPIENT CHOSEN	Avg BEST AVAILABLE	DELTA	% SAVINGS	# OF CLAIMS
AVG	$1,553	$993	$560	36%	7,924
NEUROLOGY	$3,400	$310	$3,089	91%	376
PODIATRY	$2,426	$235	$2,190	90%	289
GASTROENTEROLOGY	$1,684	$232	$1,452	86%	1,285
CHIROPRACTIC	$401	$79	$322	80%	33
RHEUMATOLOGY	$1,378	$296	$1,082	78%	153
ALLERGY/IMMUNOLOGY	$941	$217	$724	77%	84
PULMONARY DISEASE	$1,425	$354	$1,071	75%	177
PSYCHIATRY	$433	$111	$322	74%	72
ADVANCED HEART FAILURE AND	$1,019	$270	$749	73%	1
INTERVENTIONAL PAIN MEDICIN	$1,989	$583	$1,406	71%	138
OBSTETRICS & GYNECOLOGY	$1,033	$344	$688	67%	266
ORTHOPAEDIC SURGERY	$1,521	$589	$932	61%	751
GENERAL SURGERY	$2,087	$831	$1,257	60%	247
DERMATOLOGY	$582	$259	$323	55%	481
INTERVENTIONAL CARDIOLOGY	$944	$455	$489	52%	7
HEMATOLOGY-ONCOLOGY	$1,212	$598	$614	51%	58

*"We 1st needed the **ReferralPoint data and reports** to show PCPs, in order for them to see how important it is to allow IdealMATCH to help determine who to refer to"*

Dr. Crudup, General Surgery, Medical Director

PRIVIA MEDICAL GROUP North Texas

3 Referral **INSIGHTS™**

- How long **each chore** is taking?
- Which chores you could **automate**?

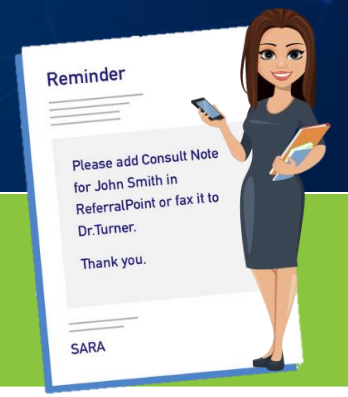
REFERRAL IMPACT CALCULATOR	BEFORE	IF ONLY IMPROVED BY	AFTER	
INPUTS	PROBLEM OR OPP		ROI	ROI %
CLIENT CHORES (MINUTES)	**34**		**12**	
Network Management				
Ingest Claims to see leakage, referral trends, and savings opportunities		NO		YES
Customize/Rank Specialist Scores on Cost, Outcomes, Loyalty and Access		NO		YES
Customize/Prioritize Networks – In Network, Preferred, VBC, Social		NO		YES
Referral Selection	**13**		**3**	
eConsult - Consult w/Specialist to reduce unnecessary routine referrals	0	NO		YES
Take Referral Order to Create Referral Doc/Update EHR	1	Manual	1	Auto
Prioritize Referrals Orders - By Assigned, Priority, Days Left	1	Manual	0	Auto
Verify Patients Insurance	4	Manual	1	Auto
Check Preferred Specialist Spreadsheet	2	Manual	0	Auto
Check Specialist takes Insurance Spreadsheet	1	Manual	0	Auto
If Needed Research Subspecialty	1	Manual	0	Auto
Distance - Google Maps if within ___ miles of patient home	1	Manual	0	Auto
Language - Match Patient/Specialist	1	Manual	0	Auto
Distribution Balance to Specialists	1	Manual	0	Auto
IdealMATCH - Includes Patient Preferences	0	NO	1	Auto
Prior Authorizations	**10**		**5**	
Referral Notification – Put Patient/Provider info into Availity	2	Manual	1	Auto
PriorAuth - Put Patient/Provider info into Availity	2	Manual	1	Auto
ALL - Login Availity/CarePlus Download PDF Approval + Upload in EHR	2	Manual	1	Auto
PriorAuth - Login Check Status update EHR (Avg 3 days * 5 min/day to look)	2	Manual	1	Auto
PriorAuth - Finish outstanding info (20% of the time?)	2	Manual	1	Outsource to us
Send Referral	**3**		**1**	
Attach Clinical Documentation to Referral in EHR	1	Manual	1	Outsource to us
Fax Referral & Clinical Documents to Specialist	2	Manual	0	Auto
Cost Per Fax Page (Min 5 Pages)	$0.25			$0.10
Scheduling	**5**		**3**	
By STAFF – Call/Email Specialist to Schedule Appt	1	Manual	1	Outsource to us
By STAFF – Call/Email Patient the Date/Time of Appt	1	Manual	1	Outsource to us
By PATIENT – Get Patient the Specialist info to Schedule appt	1	Manual	0	Auto
By PATIENT – If Specialist not available…re-issue another Specialist	1	Manual	1	Auto
Text/Email/Call to Confirm with Patient if Scheduled	1	Manual	0	Auto
Close the Loop w/Patient	**1**		**0**	
Text/Email/Call to confirm if Showed and rate their Experience	1	NO	0	Auto
Condition specific text/emails/calls to ensure Patient is ok and back to PCP	0	NO	0	Auto
Close the Loop w/Specialist	**2**		**0**	
Fax reminders to Close Loop with Specialist if they want more referrals	0	NO	0	Auto
Manually Call Specialist to get Consult Note back (What %)	1	Manual		Outsource to us
Put Consult Note into Patient Chart in EHR (What %?)	1	Manual		Outsource to us
ADT/CCDA HIE Feeds - Updates if Patient Showed, Diagnosis, Procedure, Re-Admits	0	NO	0	Auto
Using your claims – Updates if Patient Showed, Diagnosis, Procedure, Re-Admits	0	NO	0	Auto
Referral Analytics				
Referral Trends – Measure each step Referral to Close Loop regardless of EHR		NO		YES
Include all Referral Data from your EHR into our Referral Trend Reports		NO		YES
Compare/Rank PCP, Specialist, Referral Coordinator Performance for each step		NO		YES
Leakage Dashboard – Drill down from PCP to Specialty to Specialist		NO		YES

4

What is your **Ideal Solution**?

ReferralPoint

PHASE 2 – Steerage & Referral Management



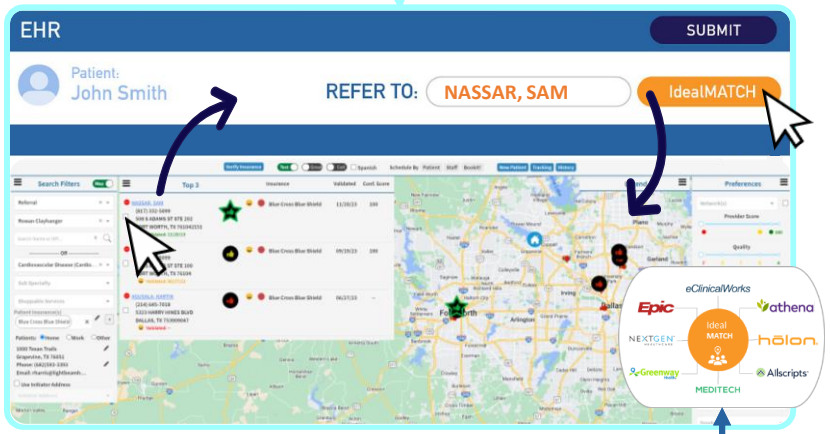
4 Fast Integrated EHR WORKFLOW

Since we ingest your patients, the ID passes through our **IdealMATCH SSO or FHIR button**, so we can do the next 2 steps within the EHR iframe in seconds.

PCP Referral Order

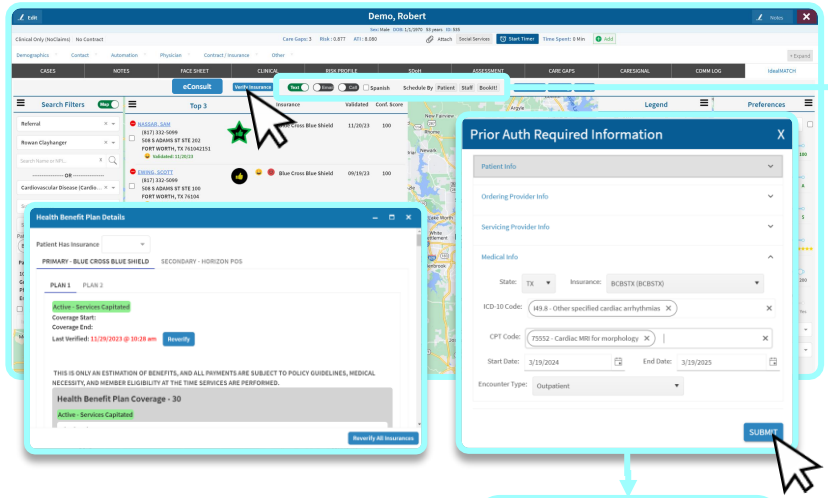
Patient, we will **match** you with an ideal Specialist that...

- Takes your insurance
- Highest quality
- Lowest cost
- Close to your home
- Keeps us informed



5 Auto-IdealMATCH™ & AUTHORIZATION

From one screen, RCs can process an **eConsult**, **Verify Patients' Insurance**, automate **IdealMATCH**, auto-API the **Prior Auth**, and trigger the **SARA** messages.



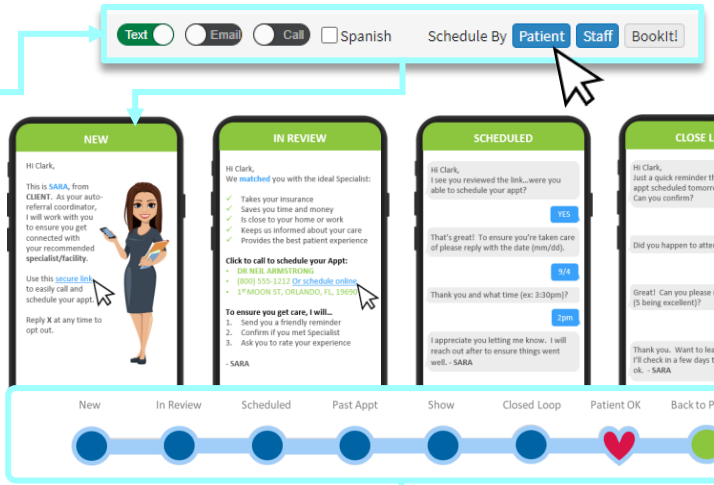
API to Payer Sites

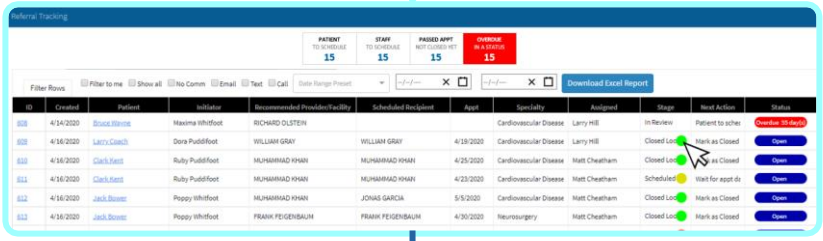
BlueCross BlueShield · AIM Specialty Health · eviCore healthcare · aetna · Availity · Humana · TRICARE · United Healthcare · wellcare · NantHealth · NaviNet

PUSH updates into EHR

6 Auto-Schedule & CLOSELOOP

SARA automates texts/emails/IVR in most languages to schedule quicker, reduce no-shows, and **close the loop with the Patient & Specialist** regardless of EHR.

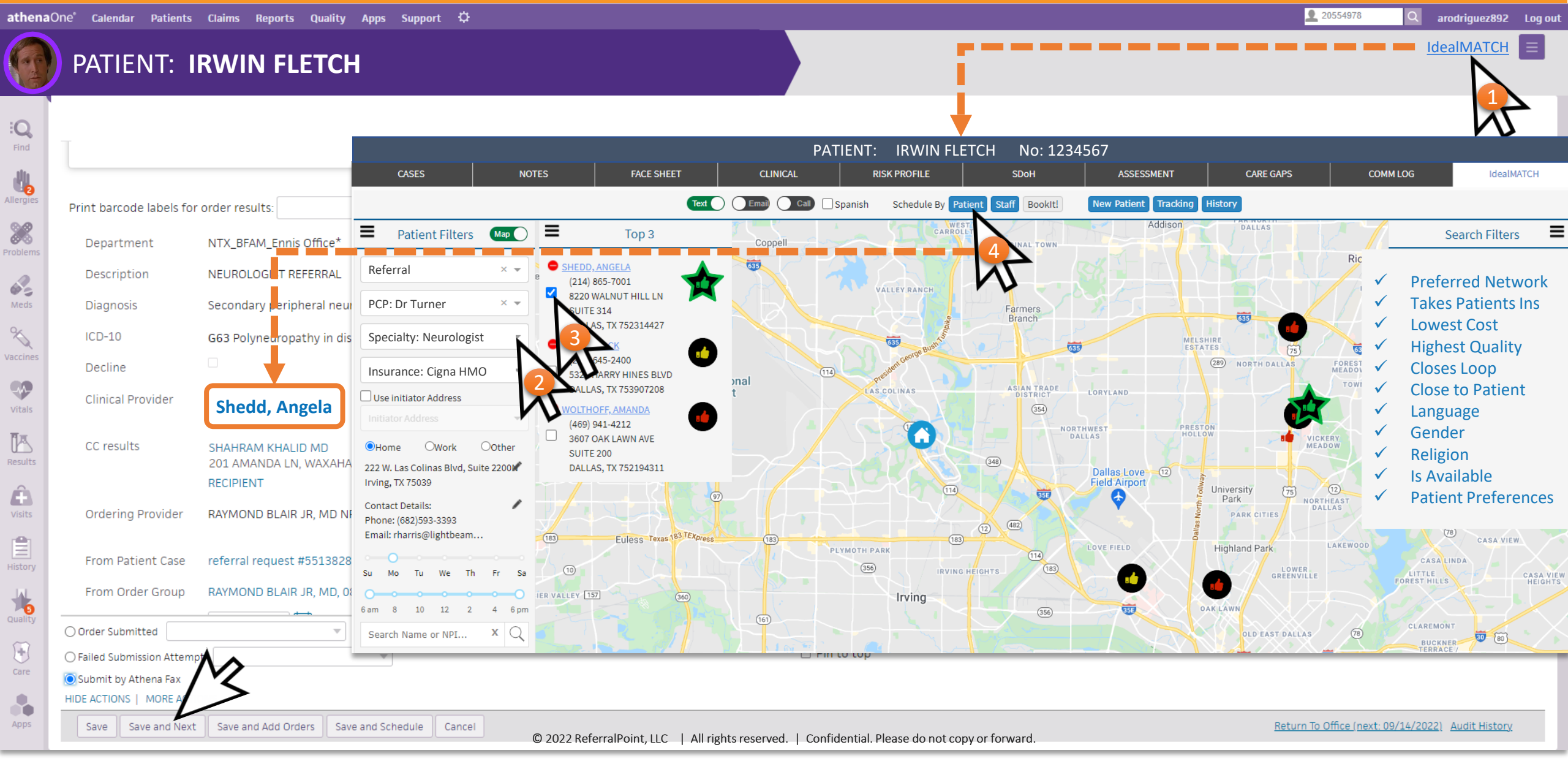




5

Auto-IdealMATCH™ & AUTHORIZATION

Help providers staff get out of spreadsheets to make data-driven decisions in just **seconds** to in-network high quality, low-cost providers and facilities including personalizing patient desires.



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5

Auto-IdealMATCH™ & AUTHORIZATION

Push referral details into athena

athenaOne Calendar Patients Claims Financials Reports Quality Apps Support 4143 p-jmoore3 Log out

Lacey JASKOLSKI
106yo F 03-03-1917 #4143 E#4143

Apps

ReferralPoint - IdealMATCH

cardiologist referral in SUBMIT to 7 HILLS DEPARTMENT STAFF (created 04-29-2023 12:55 PM by p-jmoore3) #204872

Authorization and Insurance Referrals

# of requested visits

Procedure code

Insurances
Primary: *SELF PAY* [0]
EDIT AUTHORIZATION | Add auth to Quickview one time as Default

Date of service

Urgency

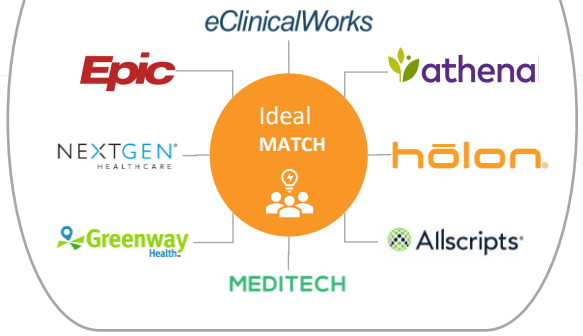
Reason for Referral

Appointment Time

Notes to Patient

Prior CT, MRI or X-ray Studies?

CAN INTEGRATE WITH MOST EHRS +



History

Date / Time	Action	Action By	Status	Priority	Assigned To	Action Note
04-29-2023 12:55 PM	Create	p-jmoore3	REVIEW		*cbulkley*	
04-29-2023 12:55 PM	Approve	p-jmoore3	SUBMIT		7 HILLS DEPARTMENT STAFF	Order Signed (pin to top)
04-29-2023 12:57 PM		API-27653	SUBMIT		7 HILLS DEPARTMENT STAFF	ReferralPoint: Assigned Clinical Provider 1336128909 (pin to top)
04-29-2023 12:57 PM		API-27653	SUBMIT		7 HILLS DEPARTMENT STAFF	ReferralPoint: Referral for JAIN, TULIKA MD Approved:3123912837122 Effective 05/01/2023-05/31/2023 for 5 VSTS (pin to top)
04-29-2023 12:57 PM		API-27653	SUBMIT		7 HILLS DEPARTMENT STAFF	ReferralPoint: Insurance Verified Successfully (pin to top)

cardiologist referral in **SUBMIT** to **7 HILLS DEPARTMENT STAFF** #204872 VIEW ACTIONS

Save Cancel Audit History

1 of 66 Orders / Authorizations

We can also PUSH into Action Notes

Or Auto PUSH the Ideal Provider without going to IdealMATCH pop up

Auto API
IdealMATCH™
into Athena

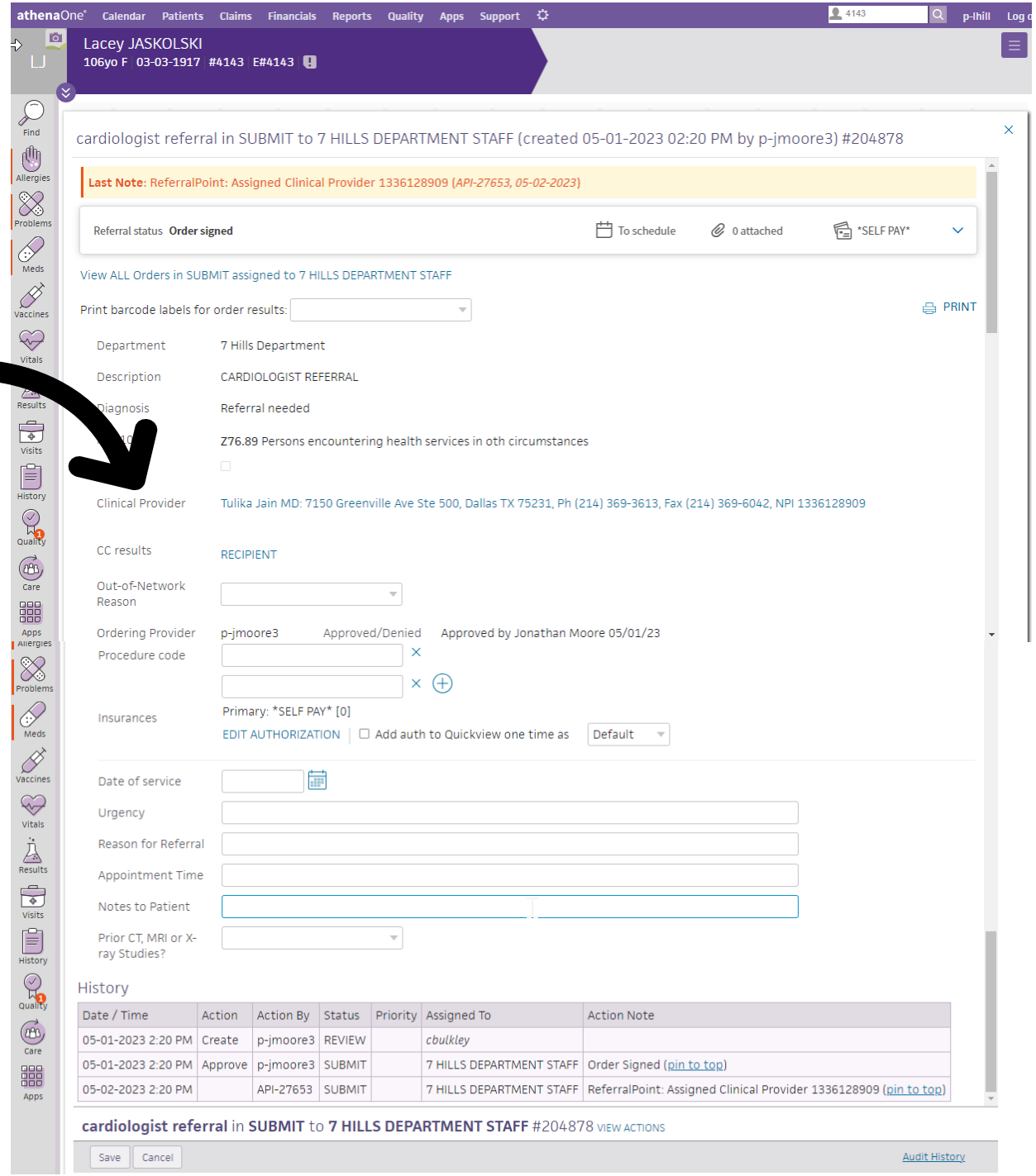
- ✓ Preferred Network
- ✓ Takes Patients Ins
- ✓ Lowest Cost
- ✓ Highest Quality
- ✓ Closes Loop
- ✓ Close to Patient
- ✓ Language
- ✓ Gender
- ✓ Religion
- ✓ Is Available
- ✓ Patient Preferences

Phase 1 = *Auto populate IdealMATCH when Specialist field is empty*

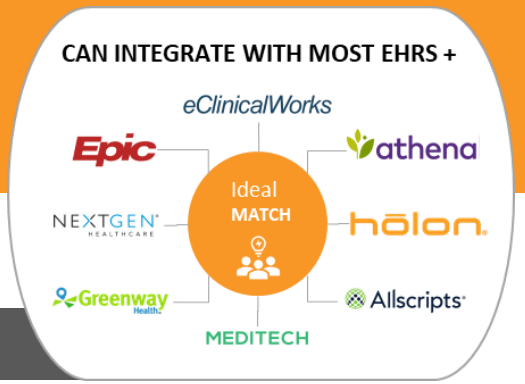
Phase 2 = *Auto populate IdealMATCH but give PCP ability to override it with easy Reason Code*

Phase 3 = *Auto populate IdealMATCH plus Auto Verify Patient Ins + Auth without using RC at all*

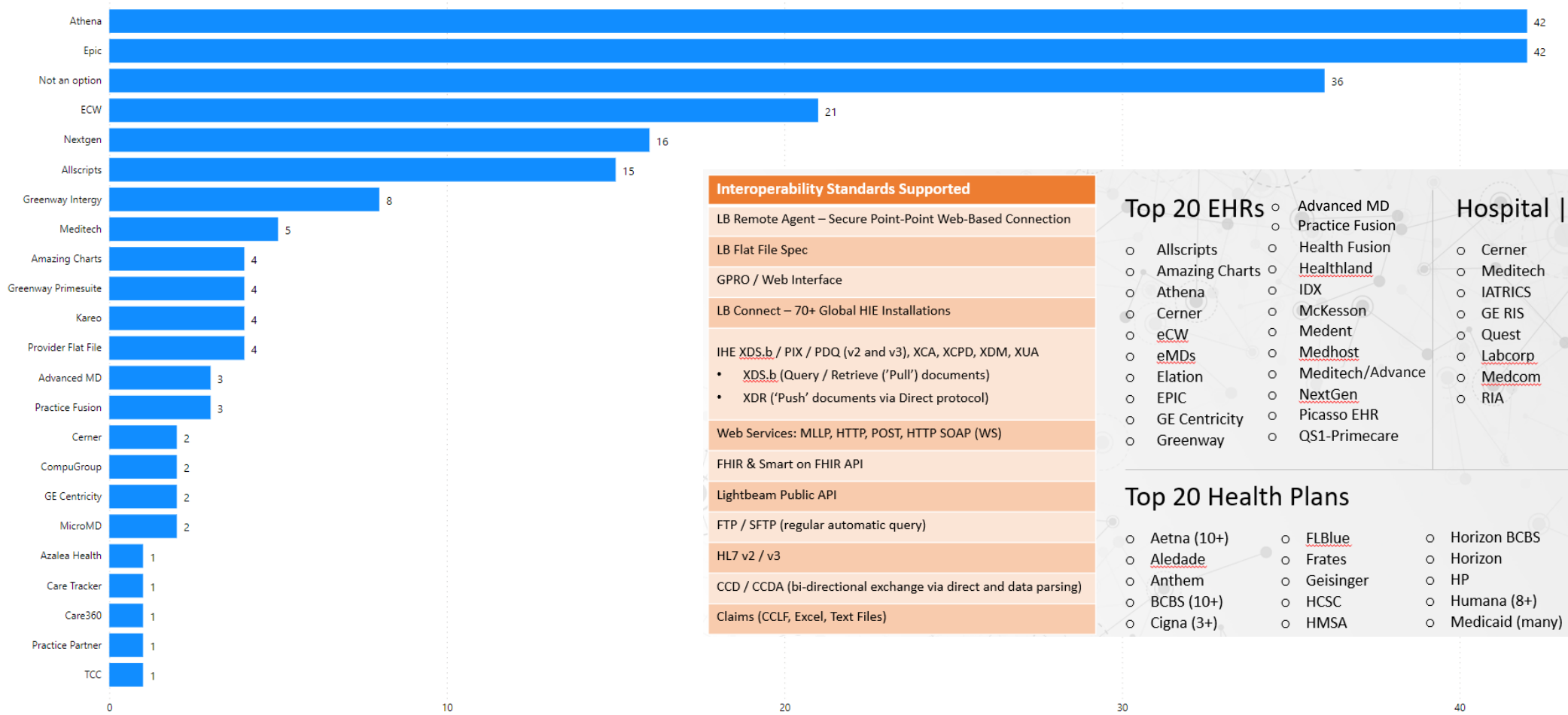
Example Automated IdealMATCH Logic:
1. Tier 1 within 10 miles WITH Insurance matching
2. Tier 1 within 15 miles WITH Insurance matching
3. Tier 2 within 15 miles WITH Insurance matching
4. Tier 1 or Tier 2 within 20 miles WITH insurance matching
5. Tier 1 or Tier 2 within 20 miles W/O insurance matching
6. OON 20 miles WITH insurance matching
7. OON 20 miles without insurance matching
8. Stop, let a human decide



5 Auto-IdealMATCH™ & AUTHORIZATION



Represents only 20% when the admin remembers to select which EHR when creating the ticket.



Interoperability Standards Supported
LB Remote Agent – Secure Point-Point Web-Based Connection
LB Flat File Spec
GPRO / Web Interface
LB Connect – 70+ Global HIE Installations
IHE XDS.b / PIX / PDQ (v2 and v3), XCA, XCPD, XDM, XUA • XDS.b (Query / Retrieve ('Pull') documents) • XDR ('Push' documents via Direct protocol)
Web Services: MLLP, HTTP, POST, HTTP SOAP (WS)
FHIR & Smart on FHIR API
Lightbeam Public API
FTP / SFTP (regular automatic query)
HL7 v2 / v3
CCD / CCDA (bi-directional exchange via direct and data parsing)
Claims (CCLF, Excel, Text Files)

Top 20 EHRs

- Allscripts
- Amazing Charts
- Athena
- Cerner
- eCW
- eMDs
- Elation
- EPIC
- GE Centricity
- Greenway
- Advanced MD
- Practice Fusion
- Health Fusion
- Healthland
- IDX
- McKesson
- Medent
- Medhost
- Meditech/Advance
- NextGen
- Picasso EHR
- QS1-Primecare

Hospital | Lab | Radiology

- Cerner
- Meditech
- IATRICS
- GE RIS
- Quest
- Labcorp
- Medcom
- RIA
- McKesson
- ISys
- Lifespan Radiology
- RIMI Lab Results
- Cerner Radnet
- Cerner Pathnet
- Siemens Soarian
- IDX

Top 20 Health Plans

- Aetna (10+)
- Aledade
- Anthem
- BCBS (10+)
- Cigna (3+)
- FLBlue
- Frates
- Geisinger
- HCSC
- HMSA
- Horizon BCBS
- Horizon
- HP
- Humana (8+)
- Medicaid (many)
- MSSP (5+)
- Optum
- Premier
- United
- Wellmed

https://referralpoint.quip.com/vLXkAGNAR6W2/ReferralPoint-ECW-Interfaces

https://expo.allscripts.com/Apps/Details/ReferralPoint

https://marketplace.athenahealth.com/product/lightbeam-care-insights

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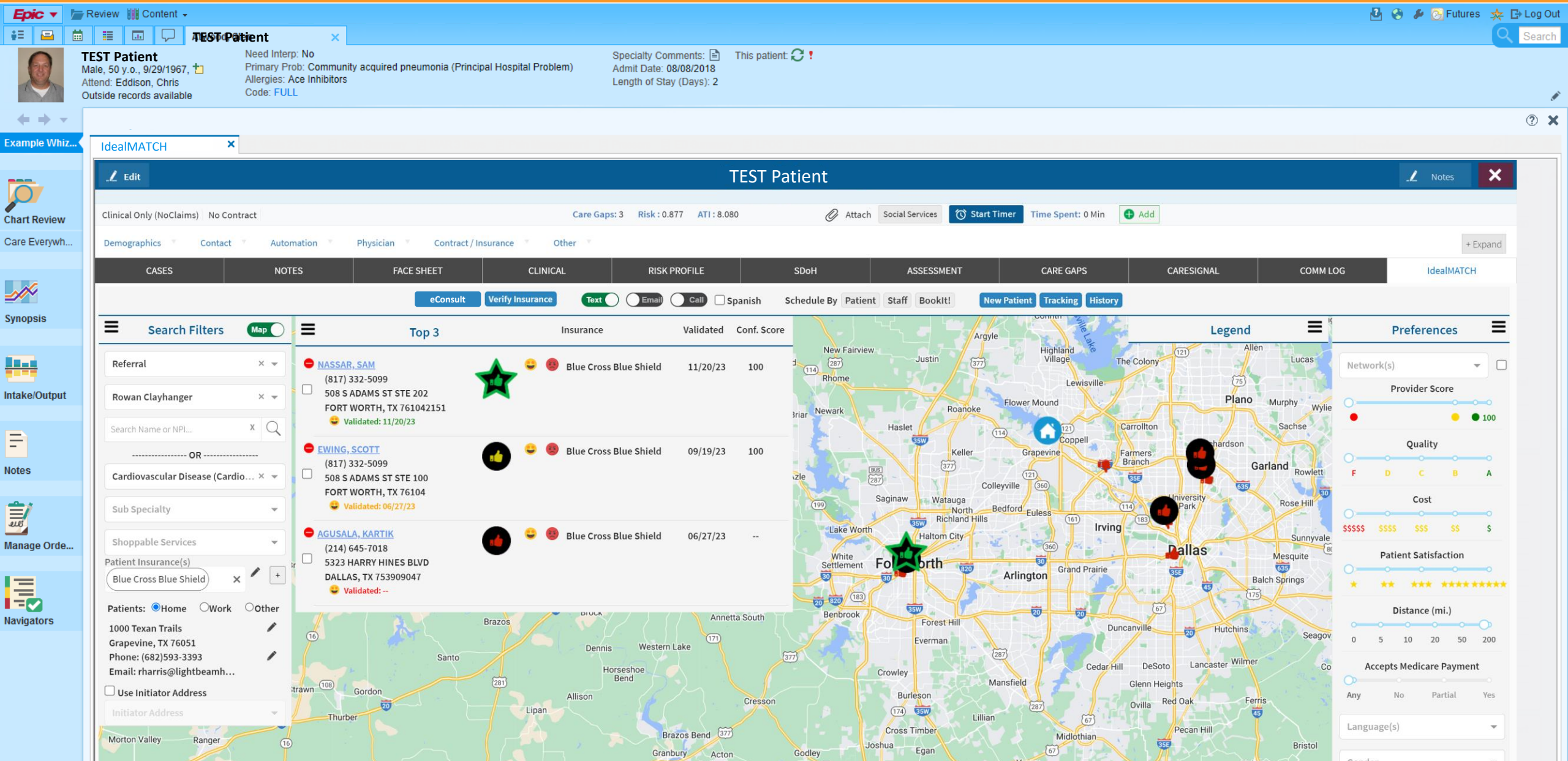
5

Auto-IdealMATCH™ & AUTHORIZATION

Access IdealMATCH

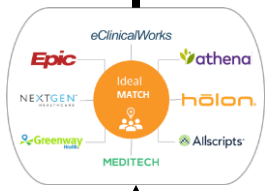


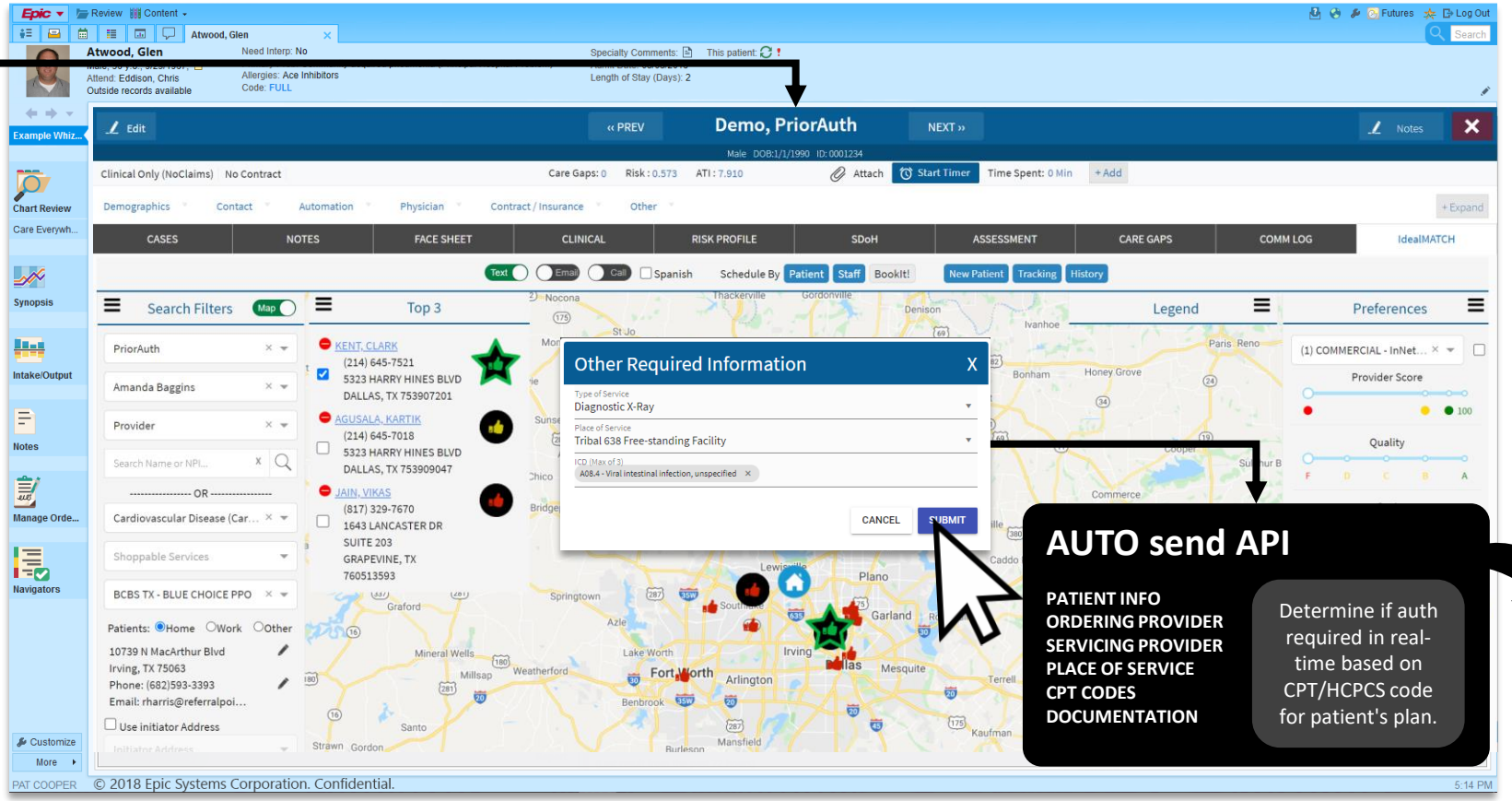
5

Auto-IdealMATCH™ & AUTHORIZATION

Automate Auth without logging into Payer sites

Auto Ingest Patients through EHR Clinical Interface





AUTO send API

PATIENT INFO
ORDERING PROVIDER
SERVICING PROVIDER
PLACE OF SERVICE
CPT CODES
DOCUMENTATION

Determine if auth required in real-time based on CPT/HCPCS code for patient's plan.

PROBLEM
1. Manual input 3-15 different logins
2. Different workflows for all 3-15 sites
3. Users go back 3-15 logins to check status

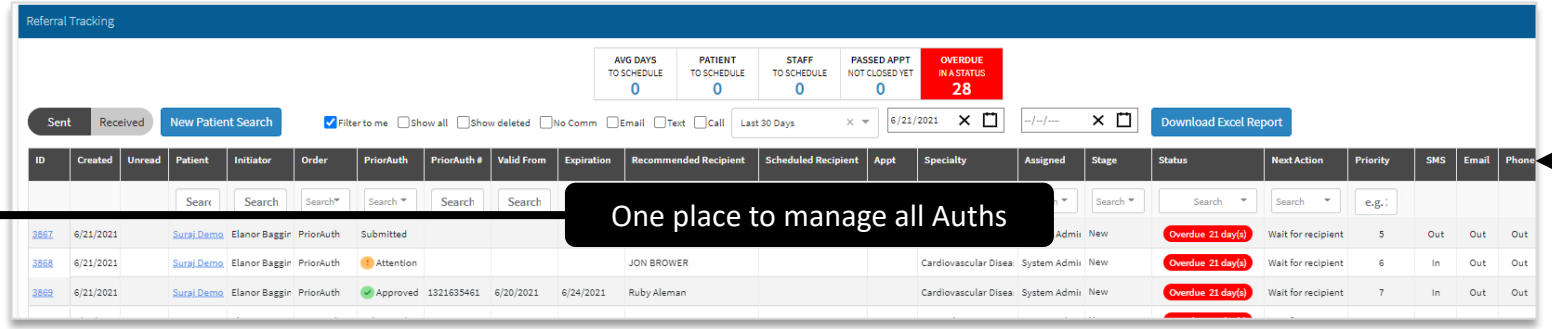
SOLUTION
1. Eliminate manual inputs + One login
2. SARA let's Patient know getting PA info
3. SARA asks if Patient show + experience

RESULTS
1. Reduces Cost per Auth 30-50%
2. Inc Productivity 30-50%
3. Inc Approval % (Denials = $10K Surgery)
4. Inc Turn around Time = Reduce Cancels

PAYER SITES

United Healthcare · aetna · Humana · BlueCross BlueShield · wellcare · TRICARE · Availity · eviCore healthcare · Glidian · AIM SpecialtyHealth · NantHealth · NaviNet

Auto updates Approval Status + Auth info



One place to manage all Auths

Auto updates EHR/PM

6 Auto-Schedule & CLOSELOOP

Automated texts, emails, or calls in English, Spanish or others creating higher contact rates to reduce No Shows while sharing data with Providers to close the loop regardless of EHR.

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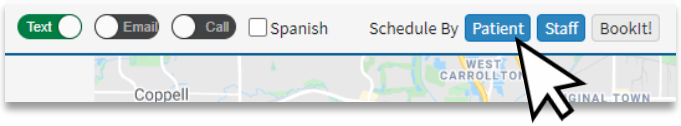


Meet **SARA**, your Referral Coordinator.

- English
- Spanish
- Chinese
- Tagalog
- Russian
- Other

New → In Review → Scheduled → Past Appt → Show → Closed Loop → Patient OK → Back to PCP

9/4 @2pm

NEW

Hi Clark,
This is **SARA**, from **ABC Medical**.
As your auto-referral coordinator, I will work with you to ensure you get connected with your recommended **specialist**.

Use this secure link to easily call and schedule your appt.

Reply **X** at any time to opt out.

Not to an App… but right to their normal text!

IN REVIEW

Hi Clark,
We **matched** you with the ideal Specialist:

- ✓ Takes your insurance
- ✓ Saves you time and money
- ✓ Is close to your home or work
- ✓ Keeps us informed about your care
- ✓ Provides the best patient experience

Click to call to schedule your Appt:

- **DR NEIL ARMSTRONG**
- (800) 555-1212 Or schedule online
- 1st MOON ST, ORLANDO, FL, 19690
- Authorization # 1234568910

To ensure you get care, I will…

1. Send you a friendly reminder
2. Confirm if you met Specialist
3. Ask you to rate your experience

- SARA

SCHEDULED

Hi Clark,
I see you reviewed the link…were you able to schedule your appt?

YES

That's great! To ensure you're taken care of please reply with the date (mm/dd).

9/4

Thank you and what time (ex: 3:30pm)?

2pm

I appreciate you letting me know. I will reach out after to ensure things went well. **- SARA**

CLOSE LOOP

Hi Clark,
Just a quick reminder that you have an appt scheduled tomorrow 9/4 at 2pm. Can you confirm?

YES

Did you happen to attend your appt?

YES

Great! Can you please rate your appt 1 - 5 (5 being excellent)?

4

Thank you. Want to leave your review? I'll check in a few days to ensure you're ok. **- SARA**

6

Auto-Schedule & CLOSELOOP

Automate Fax sequences to remind Specialist if they want more referrals, they must close the loop!

FAX COVER – PATIENT REFERRAL

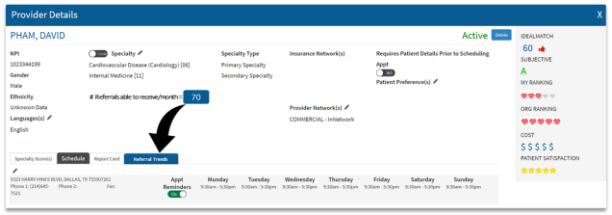
Dr Angela Shod,

I am referring one of my patients to see you. Please see the following page for the patient's contact information and other details of the referral.

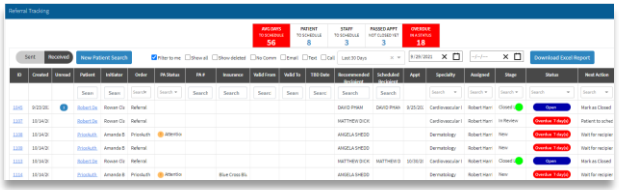
Our practice would like to focus our referrals on those specialists who are good communicators not only with patients but with us, the primary care provider. It is also helpful to us if we know a little more about your practice and which insurances you accept. We also ask our patients to give us feedback about their experience with you and are happy to provide that back to you.

If you would like to continue to receive referrals from us, please go to **www.referralpoint/specialistinfo** and enter your invitation code: **1234567**

Update Insurances you take, Schedule, and Referrals you can Receive



CRM to track status and patient experience for all your Referrals, plus easily update PCP to close the loop.



The information you provide will help us make better referrals to you and then track those referrals as well as patient experience.

I look forward continuing to work with you.

Dr. Mc Carrick

REFERRAL: SCHEDULE BY PATIENT

REFERRAL ID: **1140**
PROCESSED BY: **System Admin**

Vanguard Medical Group

PATIENT: ROBERT DEMO | **INITIATOR/REFER FROM: ROWAN CLAYHANGER**

DOB: 1/1/1970 | Age: 51 | Address: , ,
Phone: (682) 593-3393 | Gender: Male | Phone: 855-REFER-ME (855-733-3763) | Urgency: **Within 7 Days**
Insurance: No Contract | Valid Through: | Expires:
NPI: 1669544003 | Auth#:
Visits: | Specialty: Dermatology

RECIPIENT INSTRUCTIONS - Authorized by ROWAN CLAYHANGER on TBD at TBD

I appreciate your evaluation and recommendations.
To help us close the loop please ...

1. If Patient hasn't contacted you, call Patient to schedule
2. Fax back **consult note** to xxx-xxx-xxxx within 72 hours
3. Confer with us if secondary referrals are needed
4. If you need further info write below and fax back

REFERRAL REASON:
DIAGNOSIS CODES:
CPT CODES:
ANSITION OF CARE:
VILL ALSO PROVIDE:

PATIENT INSTRUCTIONS | **RECIPIENT/SPECIALTY: Dermatology**

Since we know you and the specialst, we're able to match you with the right one that ...

1. Accepts your insurance
2. Saves you time and money
3. Is close to your home or work
4. Keeps us informed about your care
5. Provides the best patient experience

First, call the RECIPIENT to schedule your Appt.
Then, our auto-referral coordinator will follow up with Texts, Emails, or Calls to ensure you were able to schedule your appt and receive the care you need.

NOTE: If assistance needed, please call 855-REFER-ME (855-733-3763)

1st ANGELA SHEDD
(214) 865-7001
8220 WALNUT HILL LN, SUITE 314
DALLAS, TX, 75231

PATIENT CONFIRMATION -I hereby authorize the release of medical information related to the services described hereon.

Patient Signature: _____ **Date:** _____

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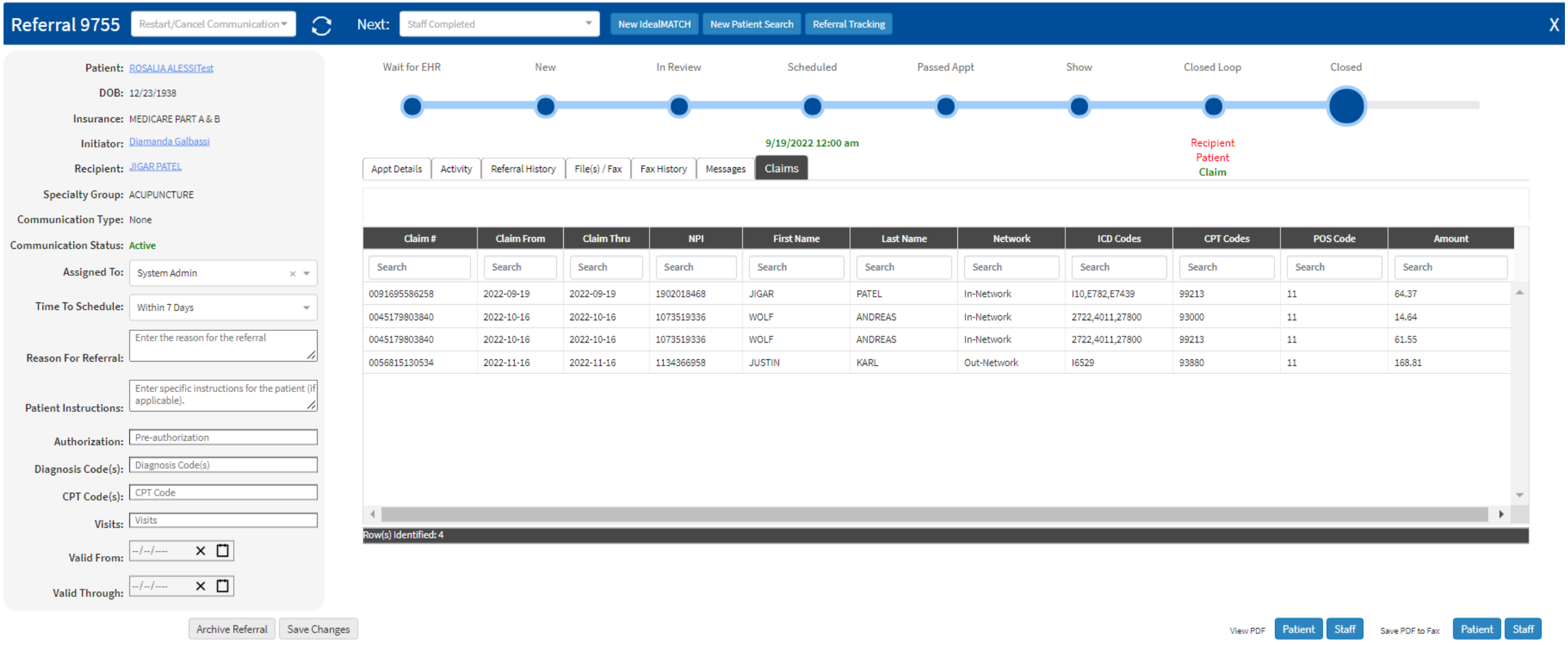
6 Auto-Schedule & CLOSELOOP

Tracking Referrals through Closing the Loop with the Patient, the Specialist, and because we can ingest your claims, we automatically know if Patient showed, diagnosis, procedure, and cost.



For INBOUND Referral Management

Meet **SARA**, your Auto Referral Assistant!

4 Inbound Referral **INBOX & CRM**

Referral Coordinators receive Referrals from Providers into their INBOX and since we will already have patient data, we can **streamline the process**.

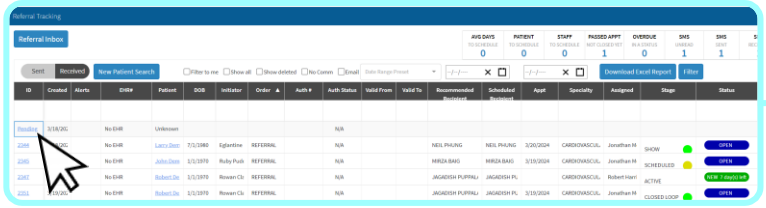
PCP Referral Order

Patient, BCBS will **match** you with an ideal Specialist that...

- Takes your insurance
- Highest quality
- Lowest cost
- Close to your home
- Keeps us informed

Patient Call In or Referral Fax/Dm from PCP

Referral Coordinator's INBOX & CRM



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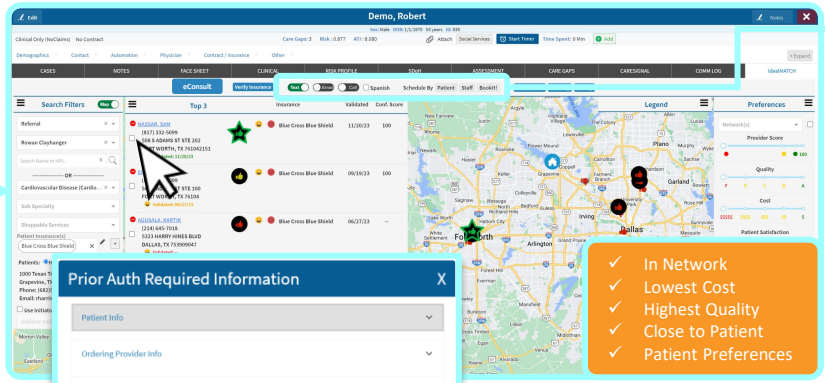

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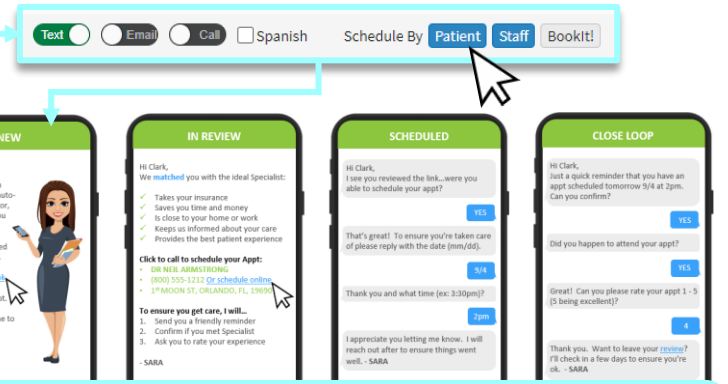
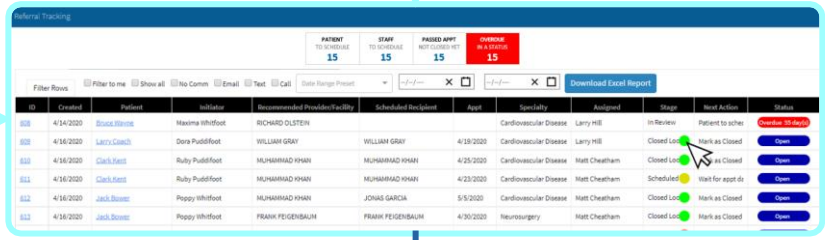
SARA automates texts/emails/IVR in most languages to schedule quicker, reduce no-shows, and **close the loop with the Patient & PCP** regardless of EHR.





5

What **Results** do you want?

ReferralPoint

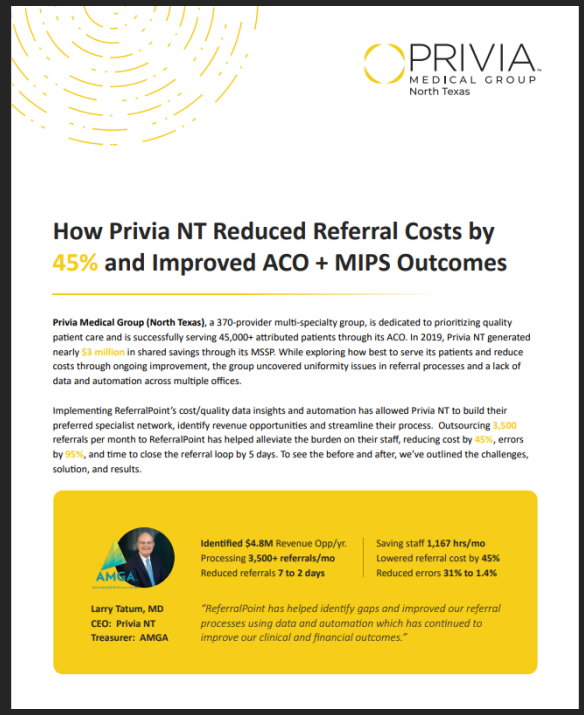
Reduced Referral Cost by 45% & Staffing Challenges

Larry Tatum, MD
CEO: Privia NT
Treasurer: AMGA

"ReferralPoint has helped identify gaps and improved our referral processes using data and automation which has continued to improve our clinical and financial outcomes."

- ✓ RP provided cost/quality data (we couldn't get) to build our Specialist Network
- ✓ Then integrated IdealMATCH right into our EHR making it quick and easy
- ✓ 90% routine referrals now scheduled by patient via SARA, automated referral assistant
- ✓ Leakage reports identified minimum $4M/yr. rev opportunity ($178 Office Visit)
- ✓ Identified missed opportunities to refer to Specialist in same Zip Code
- ✓ We now outsource 3500+ referrals/mo to ReferralPoint's Referral Desk

  + Reduced referral errors from 31%+ to 1.4% to meet criteria for MIPS (VBC)
  + Reduced time to close referrals/auths from 7 days down to 2 days
  + Saving 1,167 hrs/mo …so staff can focus on taking care of patients
  + Lowered cost to process referrals by 45% …vs our staff (March saved $13,164)



PRIVIA MEDICAL GROUP North Texas

How Privia NT Reduced Referral Costs by 45% and Improved ACO + MIPS Outcomes

Privia Medical Group (North Texas), a 370-provider multi-specialty group, is dedicated to prioritizing quality patient care and is successfully serving 45,000+ attributed patients through its ACO. In 2019, Privia NT generated nearly $3 million in shared savings through its MSSP. While exploring how best to serve its patients and reduce costs through ongoing improvement, the group uncovered uniformity issues in referral processes and a lack of data and automation across multiple offices.

Implementing ReferralPoint's cost/quality data insights and automation has allowed Privia NT to build their preferred specialist network, identify revenue opportunities and streamline their process. Outsourcing 3,500 referrals per month to ReferralPoint has helped alleviate the burden on their staff, reducing cost by 45%, errors by 95%, and time to close the referral loop by 5 days. To see the before and after, we've outlined the challenges, solution, and results.

Identified $4.8M Revenue Opp/yr.
Processing **3,500+ referrals/mo**
Reduced referrals **7 to 2 days**

Saving staff **1,167 hrs/mo**
Lowered referral cost by **45%**
Reduced errors **31% to 1.4%**

Larry Tatum, MD
CEO: Privia NT
Treasurer: AMGA

"ReferralPoint has helped identify gaps and improved our referral processes using data and automation which has continued to improve our clinical and financial outcomes."

Click above to review Case Study

IMPROVED WORKFLOW AUTOMATION

PRIVIA MEDICAL GROUP North Texas

- ✓ Integrated IdealMATCH within EHR workflow, improving ability to refer in-network, low cost, high quality
- ✓ Automated manual tasks and decreased time required to refer, schedule, and close loop with patient
- ✓ Automation to verify patient insurance and prior auth, **saving an additional 10 minutes**
- ✓ Automation to remind specialists to send back consult note and close the loop

"Another benefit is RP automated forwarding of clinical documentation from the PCP's EHR to the specialist. It's a big time-saver and crowd pleaser in our group"

Dr. Crudup, General Surgery, Medical Director

ENHANCED PATIENT EXPERIENCE

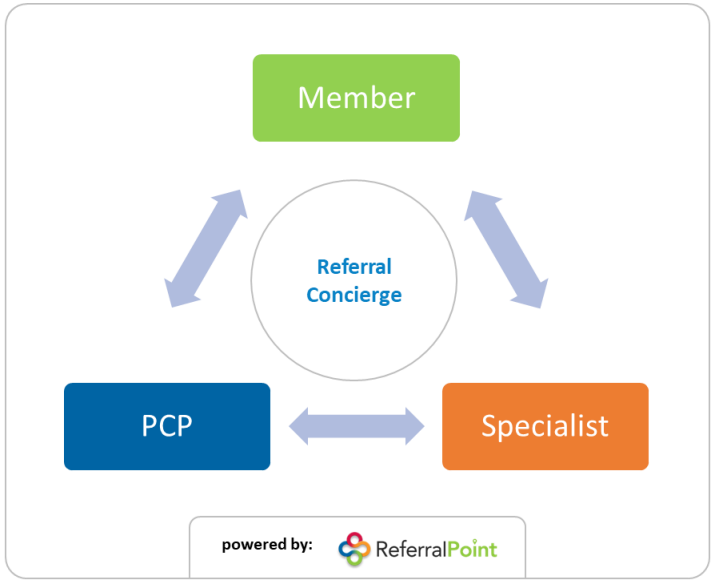
PRIVIA MEDICAL GROUP North Texas

- ✓ Automated texts, emails, and calls in English and Spanish to increase contact rates and reduce no shows
- ✓ Automated patient scheduling to ensure connection with specialist, whether patient's or specialist's responsibility
- ✓ Automated closed loop with patient, including if patient scheduled, showed, and experience with the specialist

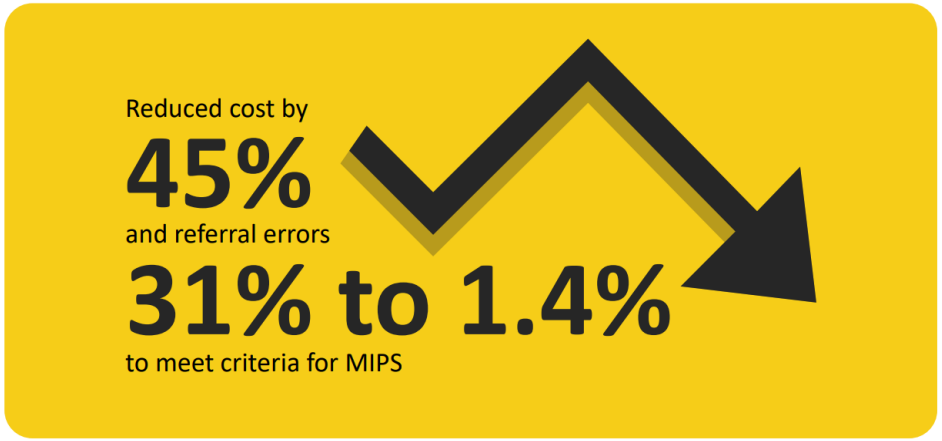
90% routine referrals now scheduled by patients via SARA

REDUCED STAFFING CHALLENGES & COST

PRIVIA MEDICAL GROUP North Texas



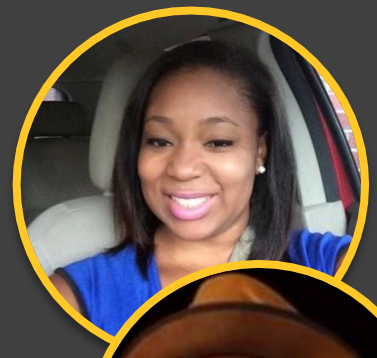
- ✓ Created Outsourced Referral Desk then trained PCPs staff
- ✓ Reduced time to close referrals and auths from **7 to 2 days**
- ✓ Saving **1,167 hrs/mo** allowing staff to focus on patient care
- ✓ Reduced referral errors from **31% to 1.4%** to meet criteria for MIPS
- ✓ Lowered cost to process referrals by **45%** compared to using Privia Staff
- ✓ Currently processing **3,500+ referrals/mo** and increasing monthly



Reduced Time Per Referral by 50%
Increased Keepage by 27%

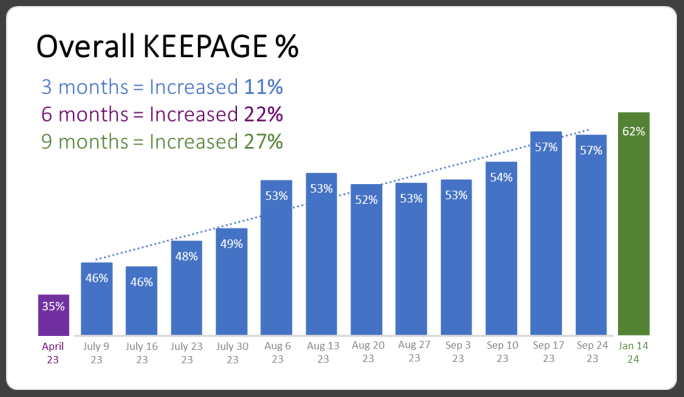
VillageMD

- ✓ Built our Preferred Network within ReferralPoint
- ✓ Integrated to PUSH IdealMATCH right into our Athena EHR
- ✓ Reduced time per referral by 50%
- ✓ Reduced 1,200+ overtime hours/mo * $25 = $30K/mo savings
- ✓ Reduced from referral order to completion by 2 days & closed loop by 7 days
- ✓ Identified High-Cost Specialist Saving Opp over $10M in just the first Market
- ✓ Increased overall Keepage 27% in the last 9 months and still increasing >



Krystal Keys-Merritt
Referral Ops Manager
75 Referral Coordinators

Aaron Stewart, MHA
VP Network Management



Reduce Manual Chores

Referrals Per Month	25,000				
Referral Coordinators (FTE)	75				
Referrals Per FTE/mo	333				
Labor Rate/Hour (+ Benefits)	$19.43				
FTE Hours/Mo (Minutes/Mo)	173	10,400			
	BEFORE ReferralPoint	**AFTER ReferralPoint**	**ESTIMATED Savings**	**REDUCE FTE**	**INCREASE CAPACITY**
	Minutes	Minutes	Minutes		
PHASE 1	**31.2**	**26.2**	**5**	**12.0**	**19%**
per Month	$252,590	$212,111	**$40,479**		
PHASE 2	**31.2**	**21.2**	**10**	**24.0**	**47%**
per Month	$252,590	$171,632	**$80,958**		
PHASE 3.1	**31.2**	**16.2**	**15**	**36.1**	**93%**
per Month	$252,590	$131,153	**$121,438**		
PHASE 3.3	**31.2**	**6.2**	**25**	**60.1**	**403%**
per Month	$252,590	$50,194	**$202,396**		

1. Stopped using Spreadsheet
2. Stopped using Google Maps

1. Added SSO
2. Added Specialist Ins in RP
3. Automated Verify Patient Ins
4. Automate Prior Auths

Phase 3.1 = *Auto populate IdealMATCH when Specialist field is empty*

Phase 3.3 = *Auto populate IdealMATCH plus Auto Verify Patient Ins + Auth without using a Referral Coordinator*

Reduced Leakage 75% + Unnecessary Costs 10%

Vanguard Medical Group

Tom McCarrick, MD
Chief Medical Officer

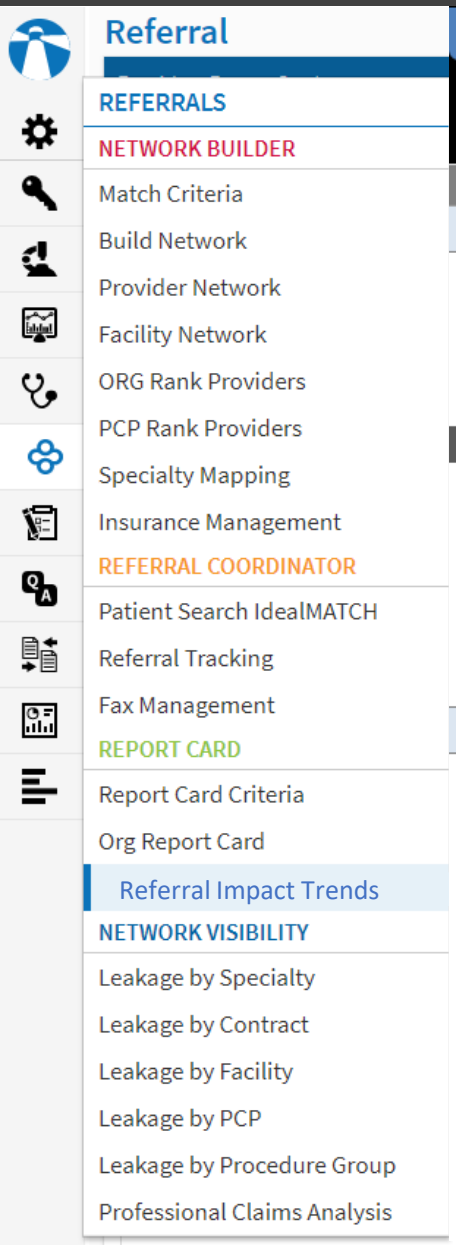
- ✓ What I like most is getting 100% more control over our referrals.
- ✓ Before, we didn't know our out of network % but now that we can track and control it, we've seen it drop from 38% down to 4.1%.
- ✓ The Auto Referral Coordinator helps us schedule, saves admin time, reduces no shows, and increases patient experience.

Click to Review Case Study

STEP 6

Enterprise VISIBILITY™

Each step and stage is auto updated so you can **Track** each step from **referral order** to **closed loop** regardless of EHR.



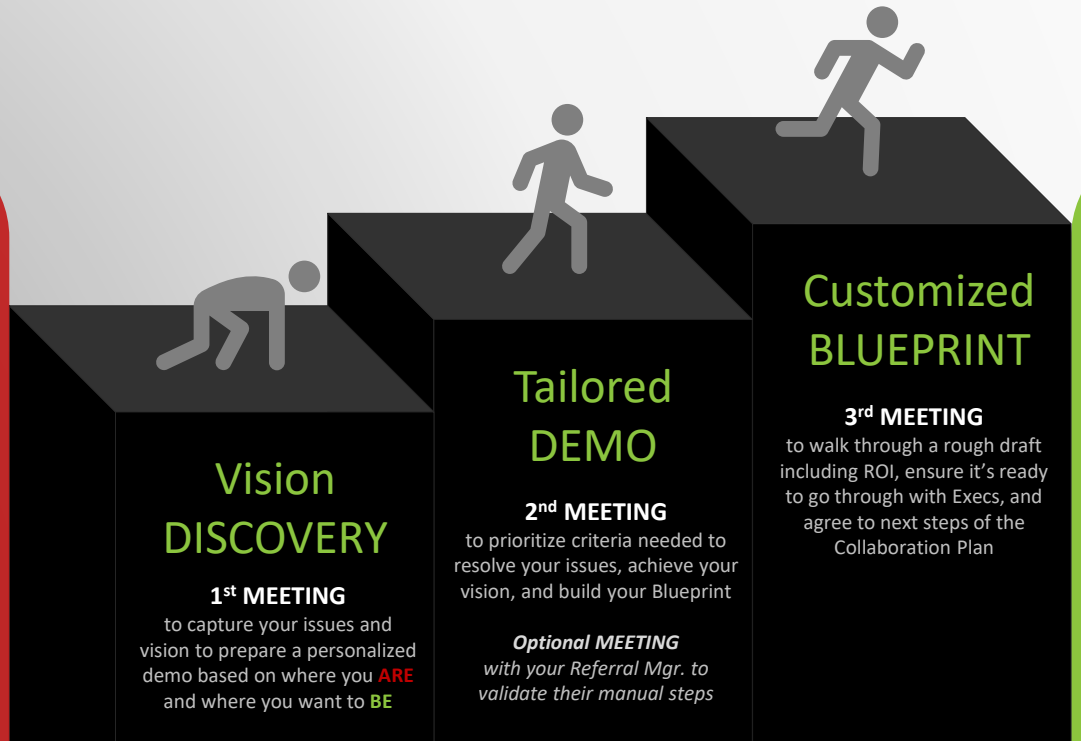
EXECUTIVE DASHBOARD | Referral Trends

SELECT >>	YEAR	LOCATION	TYPE	ORDERS	ASSIGNED
	2023	All	ALL	ALL	All

	Before RP	Trend or w/RP	Delta	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	TOTAL
REFERRAL SELECTION (IdealMATCH)																
# Specialist Referrals	132	931	799	355	295	854	1,088	1,198	1,129	1,062	1,249	1,014	1,118	997	814	11,173
# Facility Referrals				0	0	0	0	0	0	0	0	0	0	0	0	-
# Total Referrals				355	295	854	1,088	1,198	1,129	1,062	1,249	1,014	1,118	997	814	11,173
# PCP to Specialist Referrals				355	295	854	1,088	1,198	1,129	1,062	1,249	1,014	1,118	997	814	11,173
# PCP to Facilities Referrals				0	0	0	0	0	0	0	0	0	0	0	0	-
PCP to Specialist Leakage % (In Network)	38%	4.5%	-33.5%	2.8%	3.4%	3.7%	5.4%	4.6%	3.5%	5.3%	5.4%	4.5%	4.4%	4.5%	4.1%	4.5%
PCP to Specialist Leakage % (In or Preferred)				1.4%	1.7%	2.5%	4.3%	3.8%	2.5%	3.5%	3.4%	3.2%	3.0%	3.6%	1.6%	3.1%
PCP to Facilities Leakage %																
Overall Leakge % (In or Preferred Network)				1.4%	1.7%	2.5%	4.3%	3.8%	2.5%	3.5%	3.4%	3.2%	3.0%	3.6%	1.6%	3.1%
Avg IdealMATCH Score - In Network	92.0	97.4	5.4	94.7	97.3	97.5	97.4	97.6	97.1	97.8	97.6	97.4	97.4	97.6	97.6	97.4
Avg IdealMATCH Score - Preferred Network				80.2	80.4	80.5	79.5	80.8	78.5	80.2	79.9	80.3	79.7	79.1	79.1	79.8
Avg IdealMATCH Score - Out of Network				8.3	2.7	5.6	6.8	6.6	10.1	10.1	9.1	7.0	8.7	6.5	5.5	7.7
Avg IdealMATCH Score - All Referrals				93.5	95.4	95.0	93.3	94.0	94.7	94.4	94.3	94.4	94.5	94.1	95.7	94.4
REFERRAL MANAGEMENT																
# Urgent/STAT				0	0	0	0	0	0	0	0	0	0	0	0	0
# Routine				355	295	854	1,088	1,198	1,129	1,061	1,249	1,013	1,118	997	814	11,171
# Referrals				355	295	854	1,088	1,198	1,129	1,061	1,249	1,013	1,118	997	814	11,171
# Auths				0	0	0	0	0	0	0	0	0	0	3	1	4
# of Schedule by Patient				355	295	850	1,087	1,196	1,125	1,057	1,246	1,012	1,115	996	811	11,145
# of Schedule by Staff				0	0	4	1	2	4	5	3	2	3	1	3	28
Open Referrals				132	99	253	357	369	363	327	408	341	355	377	273	3,654
Avg Days to Get Scheduled				8.7	7.6	5.8	7.0	4.9	6.4	6.8	7.6	6.2	5.9	5.4	6.4	6.3
ARC Messages Sent				1,243	1,232	4,076	5,702	4,565	6,483	9,164	10,382	8,558	9,374	8,005	6,096	74,880
Engaged %	61%	67.3%	6.3%	62.8%	66.4%	70.4%	67.2%	69.2%	67.8%	69.1%	67.3%	66.3%	68.2%	62.2%	66.5%	67.3%
Scheduled through ARC % (Scheduled / Engaged)				45.7%	49.5%	48.4%	46.0%	48.6%	48.8%	45.9%	44.6%	47.0%	43.4%	44.7%	43.4%	46.2%
Show % (Show / Scheduled)				31.4%	38.1%	39.5%	37.8%	41.4%	36.4%	27.9%	32.5%	28.5%	41.4%	36.8%	27.7%	35.2%
Closed Loop with Patient (Closed / Show)				78.1%	89.2%	78.3%	85.8%	80.8%	83.1%	85.1%	79.5%	73.3%	82.5%	82.4%	86.2%	81.8%
Avg Patient Experience Score				4.3	4.6	4.7	4.7	4.7	4.6	4.7	4.7	4.5	4.6	4.6	4.6	4.6

Next Steps

The **Point** is to get from where you **ARE** to where you want to **BE**



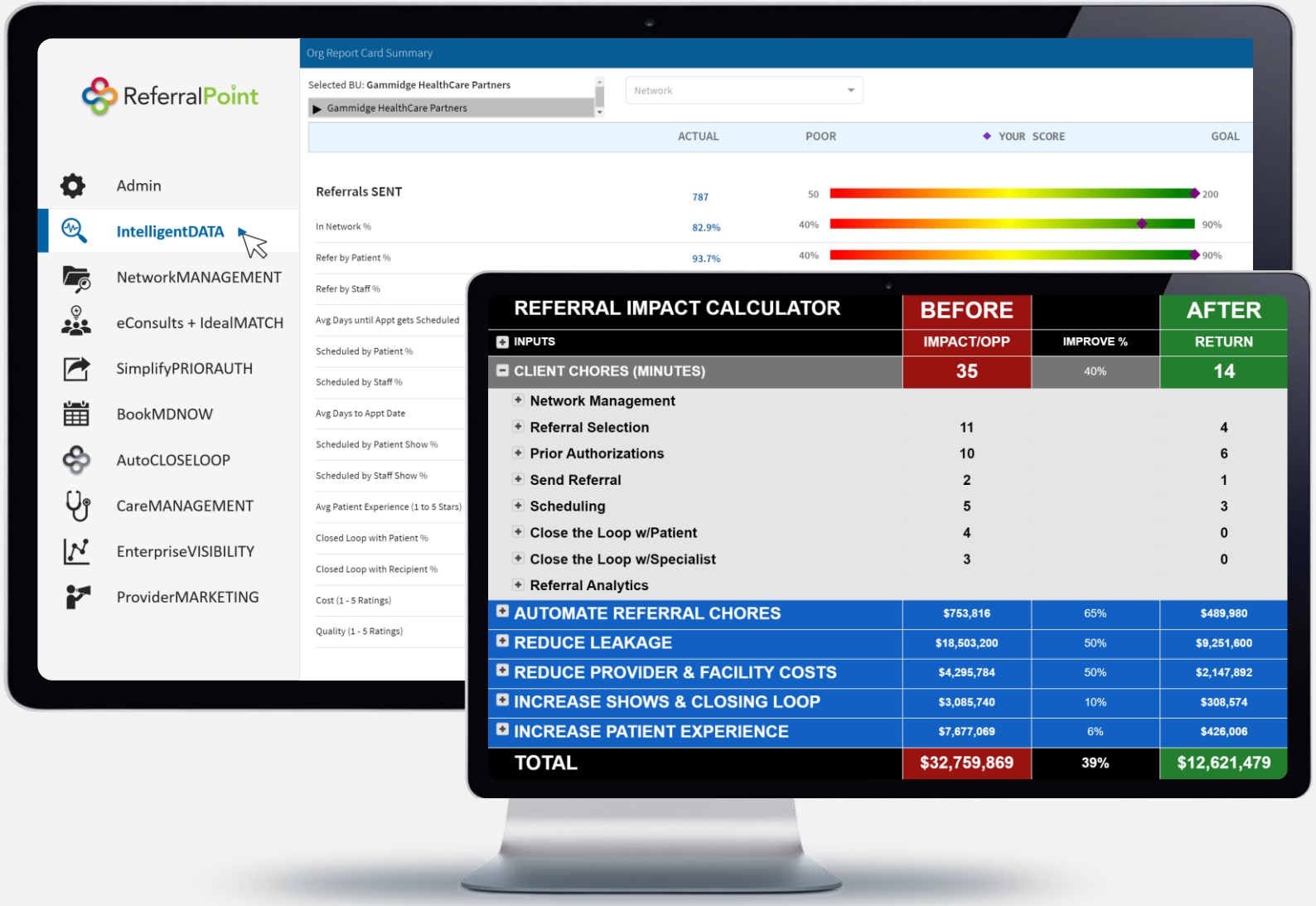
BEFORE

1. No visibility where we **ARE**
2. No control of Leakage
3. No control costs/quality
4. No distribution balance
5. Overwhelmed providers/staff
6. Manual patient communication
7. Low close-loop. Not Accountable

AFTER

1. 360* visibility where we **ARE**
2. Reduced leakage > Inc Rev ___%
3. Reduced cost > Inc Savings ___%
4. Increased productivity ___%
5. Reduced staff cost ___%
6. Increased patient sat ___%
7. Increased close loop ___%

We'll build your **Custom BLUEPRINT**



REFERRAL IMPACT CALCULATOR	BEFORE		AFTER
INPUTS	IMPACT/OPP	IMPROVE %	RETURN
CLIENT CHORES (MINUTES)	35	40%	14
Network Management			
Referral Selection	11		4
Prior Authorizations	10		6
Send Referral	2		1
Scheduling	5		3
Close the Loop w/Patient	4		0
Close the Loop w/Specialist	3		0
Referral Analytics			
AUTOMATE REFERRAL CHORES	$753,816	65%	$489,980
REDUCE LEAKAGE	$18,503,200	50%	$9,251,600
REDUCE PROVIDER & FACILITY COSTS	$4,295,784	50%	$2,147,892
INCREASE SHOWS & CLOSING LOOP	$3,085,740	10%	$308,574
INCREASE PATIENT EXPERIENCE	$7,677,069	6%	$426,006
TOTAL	$32,759,869	39%	$12,621,479

1 **Get VISIBILITY**
into the impact of each step of your referral process.

2 **Get ACTION PLAN**
to improve efficiency, cost, quality, and revenue.

3 **Get IT NOW**
Whether you move forward or not, at least you'll have a Blueprint to show your execs.

Email Robert Harris
rharris@referralpoint.com

Q&A

Visit our VBCExhibitHall.com Virtual Booth

Click Here

Contact Us

rharris@referralpoint.com gschmitt@TheExhibitHalls.com