



Credo +

VBCExhibitHall  
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*Educational Webinar Series*

# Solving V28: How National Interoperability and AI Can Solve VBC's Top Challenges

# Major Challenges for VBC Providers in 2024



## V28 Impact

Revenue challenges due to major changes in the risk adjustment model



## Proactive Clinical Care

Providers have to better manage patients to avoid hospitalizations and control costs



## Risk Adjustment Coding Efficiency

As medical costs rise providers need to better manage costs related to risk adjustment



## Underperforming Clinics or Affiliates

Managing / maturing risk adjustment across new or acquired practices can be very challenging

# HCC V28 Updates



29 HCCs have been added (and others changed or removed)



Prioritization of certain HCC codes has shifted



2000+ ICD-10 codes are being removed, so it's vital to code for all diagnoses



We've seen revenue adjustments anywhere from 5-23%



Many groups are focused on cost and UM management over risk adjustment

# Poll Question

How confident are you feeling in your organization's ability to financially succeed under V28?

- A. We are making major cuts to financially succeed.
- B. I expect some revenue correction but feel prepared.
- C. We need to really improve our risk adjustment processes.
- D. I'm not sure.

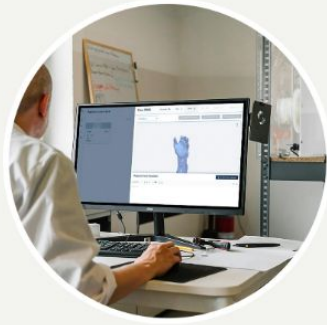


# In clinics day-to-day, these challenges manifest themselves across the practice



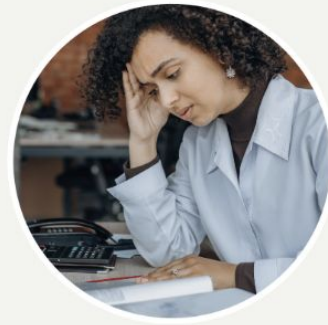
## Front Desk

Manual tasks to obtain medical records across fragmented data sources are slow and expensive



## Risk Coding

Coding tends to lag treatment, delaying code capture and associated revenue on an incomplete set of patient data



## Clinicians

Resistance to adapting to value-based care coding and quality measures create reflect the complexity of a task they aren't trained for and requires simplification



## Technology

These challenges are compounded by lack of EHR integration and the variety of out-of-workflow portals and tools involved

# Poll Question

What are your plans for your VBC populations in 2024 and 2025?

- A. We plan to focus on utilization management and lowering costs.
- B. We plan to stay steady state.
- C. We plan on growing through affiliate relationships.
- D. We plan to acquire new practices and grow our wholly-owned clinics.



# Can National Interoperability Solve Our Risk Adjustment Challenges?

Credo is one of the first companies to utilize these networks and provide the necessary data for providers to fully support VBC practices.

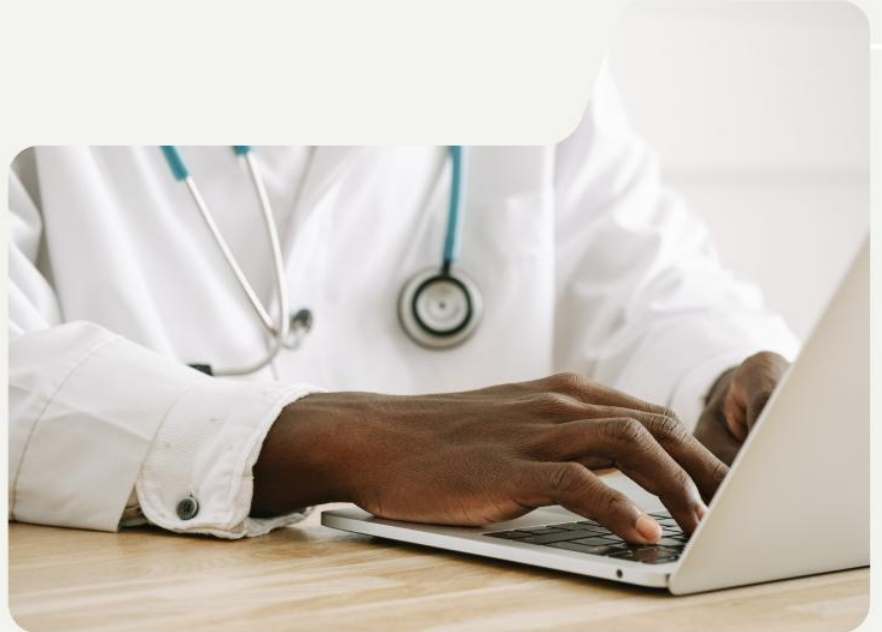


Source: Carequality

# Poll Question

How well do you understand national interoperability, TEFCA regulation, and its impact on VBC?

- A. I have little to no understanding of TEFCA.
- B. I'm familiar with TEFCA but not up to date on the latest changes.
- C. I have a strong understanding of TEFCA and its impacts.





# Is TEFCA the Pathway to National Interoperability?

- ✓ TEFCA is new regulation that unifies all EHRs and HIEs across the US.
- ✓ Today, Carequality and Commonwll are the two major national networks supporting treatment.
- ✓ Payer and individual use cases are still not fully implemented on these networks.
- ✓ TEFCA and the current set of QHINs are on a path to come online within the year and then rapidly grow.

# Introducing Credo's Approach to Risk Adjustment Leveraging National Interoperability

The first digitally native, fully integrated medical records platform for VBC providers.



# Advancements in AI Will Play a Key Role in the Future of Risk Adjustment

As large language models improve, so will their abilities to analyze and summarize patient medical histories.

This month the AMA issued its first CPT code created to describe an algorithm-only analysis to Tempus AI.

This models will most likely be narrow to start and then expand to general purpose use across all of risk adjustable codes.

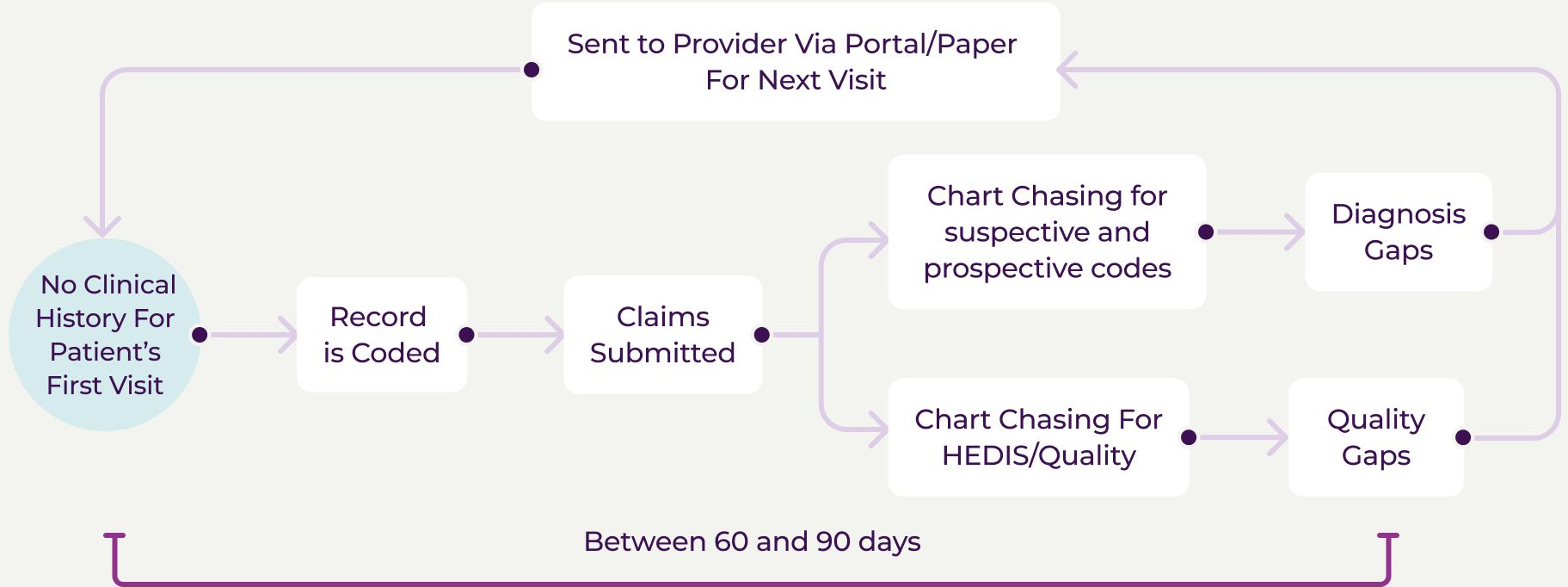
# Poll Question

Does your organization have any of the following capabilities?

- A. Digital medical record retrieval leveraging national networks?
- B. Pre-encounter medical record review?
- C. EHR-integrated risk adjustment tools?
- D. End-to-end tracking of diagnosis acceptance rates and quality gaps in workflow?



# Without National Interoperability The Current Risk Adjustment Process is Complicated and Out of Date



# Credo Client Success Metrics

**80-85%**

Retrieval Rate

**1000+**

Average # of pages  
retrieved per patient

**.08-.28**

Accepted Net New HCC  
Codes Accepted



**70-85%**

VIM acceptance rates  
of HCC gaps



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