



# Value Based Care Organization improves RAF score by 18% using Care Orchestration Platform



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# Background

Value Based Care Organizations (VBCOs) manage the care of complex patients in multiple clinical settings and across many teams requiring real-time, remote collaboration.

VBCOs rely on Risk Adjustment Factor (RAF) scores to represent their patients' clinical complexity to CMS for accurate reimbursement of their care. RAF scores are calculated primarily based on clinical documentation and lists of diagnoses.



## Challenge

VBCOs struggle with inappropriately low RAF scores and reimbursement, due to documentation that does not fully capture patients' complex diagnoses and clinical needs.

The barriers to complete this documentation include:

- **Fragmented workflows** resulting in information loss and follow-ups falling through the cracks
- **Inflexible systems** necessitating the use of paper and other workarounds
- **Lack of a collaborative, patient-centered list**



## Solution

A pilot group within Crozer Keystone Medical Group ACO implemented CareAlign's Care Orchestration platform to keep everybody on the same page, capture more diagnoses and better document their patients' health. Specifically they used:

- **Dynamic Care Plans:** Facilitate bedside care plan review, documentation, and diagnosis capture
- **Task Management Module:** Coordinate a weekly interdisciplinary huddle to review pending tasks, close care gaps and make sure nothing falls through the cracks
- **Documentation Module:** Improve documentation of patients' active diagnoses and relevant treatment plans, including information captured at the bedside

## Results

The pilot group increased their **RAF Score by 18%** with a **\$3,800 increase in per patient** reimbursement. Comparatively, the **non-participating** ACO providers saw a **\$460 increase in per patient** reimbursement for a similar patient panel.


With CareAlign: \$3,800

Without CareAlign: \$460

The combination of people, process, and a Care Orchestration Platform will successfully drive more complete documentation resulting in improved diagnosis capture and RAF score.







"CareAlign saves a significant amount of documentation time so you can focus on your patients. It streamlines progress notes and keeps the entire team on the same page so nothing gets missed"

- Chris Hwang, MD





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