

# Jumpstarting Stars Innovation

## 3<sup>rd</sup> Quarter

- ✓ Clearly communicate Tukey impact to leaders
- ✓ Work Measure Math Path toward 4+ star rating
- ✓ Define and activate Math Path for Improvement measures and Reward Factor
- ✓ Ensure Part C/D Summary Rating is 3+ stars
- ✓ Message end of the “easy Math Path” to the organization
- ✓ Blend HEDIS, PDE, CAHPS & Risk Adj Interventions
- ✓ Educate staff and providers on 2024 changes
- ✓ Analyze impact of each 2024 change
- ✓ Identify problems preventing success on 2023 measures and program requirements; focus first on Appeals, CTMs, FMC, TRC, OMW
- ✓ Identify duals losing MCD eligibility; deploy CAHPS-centric intervention initiative
- ✓ Identify underperforming VBC and at-risk providers; deploy project to realign behavior with Star needs
- ✓ Model impact of D-SNP De-Consolidation on new and surviving contracts (if applicable)
- ✓ Perform community health needs analysis for key counties with large number of noncompliant or dual/disabled/LIS members
- ✓ Identify problems to be solved for each 2024 change
- ✓ Develop 2024 budget needs to support 2024 changes
- ✓ Replace unproductive meetings with Innovation Jumpstarts

## 4<sup>th</sup> Quarter

- ✓ Solve member-reported CAHPS gaps alongside HEDIS/PDE interventions
- ✓ Retrieve and digitize charts at scale for COL, CDC-A1c, CBP, TRC
- ✓ Audit FL/TTY call and appeals processes
- ✓ Identify 1/1/2024 IRA changes (premiums, copays); launch project to educate members with ne
- ✓ Identify and seek to remedy Med Adherence cash claims
- ✓ Identify source(s) and storage for SRF and REL data
- ✓ Confirm languages meeting 5% of each pbp service area; confirm all Stars-impactful vendors support compliantly or seek new 2024 Stars vendors
- ✓ Enhance Stars reporting with 2024 changes
- ✓ Prepare action plans for 2024 changes
- ✓ Model and escalate 2025 benefit needs to support new measures and changes
- ✓ Evaluate ROI of all current spending; pause or stop redundancies and waste
- ✓ Secure budget and tools to support 2024 needs
- ✓ Design and activate HIDE/FIDE aligned enrolment and De-SNP De-Consolidation workplan
- ✓ Design required 2024 phone call opt-outs to prevent their application to Stars-impactful activities
- ✓ Design required 2024 digital literacy screening and telehealth encouragement program with heavy Stars lens

## 1<sup>st</sup> Quarter

- ✓ Routinize and align CAHPS and HOS investments, measure management, monitoring & interventions
- ✓ Update member incentive programs to align with 2024 Star needs
- ✓ Update provider contracts and incentive programs to align with 2024 Star needs
- ✓ Deploy HRAs to all members; digitize and action SRFs & ADLs with noncompliant members and duals/disabled/LIS-eligible members
- ✓ Align and prioritize Stars and Risk Adjustment activities and processes wherever possible
- ✓ Establish scalable digital engagement with members and providers across all measures (inc. CAHPS/HOS)
- ✓ Identify underperforming new/proposed 2025 measures and accelerate measure management, monitoring and interventions
- ✓ Prepare for 2025 measures and changes (budget, staffing, process changes)
- ✓ Expand measure-specific ECDS use case solutions to fulsome digital conversions across measures

Break down and define problems. Solutions will be fast follows.

Educate, engage and align people with the purpose.