NTT DATA

NTT DATA welcomed Dell Services into the family in 2016. Together, we offer one of the industry's most comprehensive services portfolios designed to modernize business and technology to deliver the outcomes that matter most to our clients.

Improve Star Performance With a Targeted Engagement Program Driven by Innovative Insights Into Patient Care

Star Ratings for Quality Improvement and Care Management by NTT DATA

NTT DATA Services
formerly Dell Services

Collaborate more effectively with your members and providers

Medicare Advantage Plans are coming under intense revenue pressure with reimbursement cuts imposed by the Affordable Care Act. Although the Star Rating System can help health plans regain lost reimbursements in the form of bonuses, it's becoming more difficult to achieve high ratings each year.

NTT DATA Services offers a unique solution to improve your Star performance by using big data, predictive analytics and cutting-edge technologies to develop a sustainable continuous improvement program. We use member, provider and operational insights to help you effectively and efficiently engage with both groups through targeted programs that not only improve your Star performance but also enhance member engagement for other strategic initiatives.

Star Ratings for Quality Improvement and Care Management by NTT DATA empowers key stakeholder communities — members, patients, physicians, nurses and pharmacies — to collaborate more effectively and improve patient outcomes. We use multichannel interactions, insightful data aggregation and social media to create a satisfying brand experience anchored in enabling members and providers to communicate more openly, promoting proactive and preventive care.

With more than 20 years of health plan experience, we have the expertise you need to significantly improve your insurer organization's quality metrics and performance measures. Our proven tools, business processes and methodologies are designed around the CMS Star Quality Rating measures to make it easy for you to rapidly meet initiative requirements, streamline transitions and accelerate overall program success.
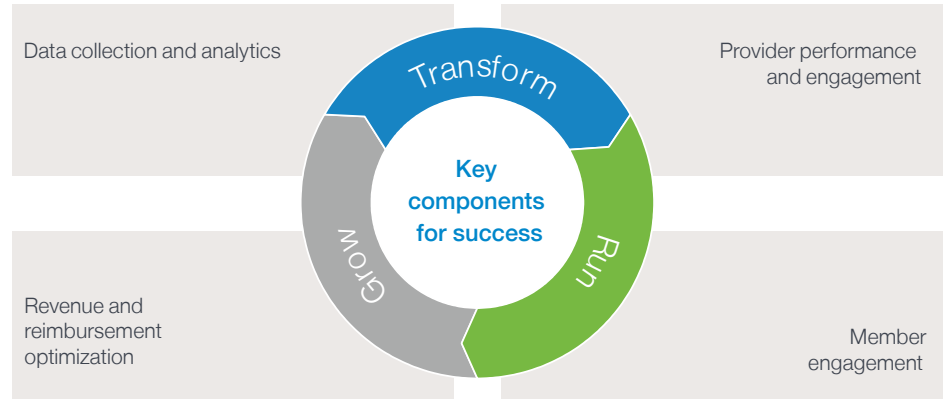
Key benefits:
- More than 20 years providing enterprise-level business intelligence and analytics solutions
- 6 of the top 10 health plans in the U.S. (by market share) are NTT DATA clients
- More than 50 health insurance organizations served, supporting 100 million policyholders
- Enhanced member engagement with NTT DATA Single Score framework

Our end-to-end services include:

- Seamless reporting across all the Star domains and measures, including CMS display measures
- Assistance incorporating proxy scores, custom user-defined fields and measures
- Trending and benchmark analysis using geographic heat maps across national, state and county levels
- Granular drill downs to produce impact analysis of interventions by measure, member, provider levels, contacts and program status on interventions and gap areas
- Future Star score predictions based on current performance, as well as the ability to predict bonuses/rebates and calculate potential iFactor scoring
- Help identifying targeted members, generating alerts, determining focus areas, taking threshold measures and enabling member outreach and intervention
- Ad hoc reporting capabilities, flexible to customize per the end user-defined criteria
- Group and dashboard measures beyond Star domains, such as clinical, surveys and pharmacy

Let NTT DATA help you run, grow and transform your insurer operations to accelerate excellence in the Star Quality Rating program.

Data collection and analytics

Provider performance and engagement

Transform

Key components for success

Grow

Run

Revenue and reimbursement optimization

Member engagement

Offer	Solution highlights
Star analysis and reporting	• Data acquisition and integration platform, as well as electronic medical records data normalization libraries • Member and provider hub built with traditional and non- traditional data sets, providing a unique view of your populations • Dashboards to monitor performance and effectiveness of initiatives in a timely manner
Provider performance	• Advanced analytics to predict provider performance for key measures and identify interventions needed before they occur • Engagement strategies and metrics to involve your providers in new initiatives focused on common goals
Member engagement	• Solutions to enable proactive outreach to improve behaviors and performance around quality measures • New strategies to understand and break down the barriers to successful engagement with members • Alternative care delivery method support, including telemedicine, through partners • Single Score framework helps enhance member engagement, monitoring and management
Brand ambassador and protection	• Social media listening and engagement to identify and address brand sentiment challenges — before they result in lower survey scores • Social intelligence to identify the brand sentiment challenges before they can start impacting star score adversely