SYNCRONYS Roadmap 2023
Data, Security and Sustainability

Terri Stewart,
MS HCA, MT (ASCP)
President & CEO, SYNCRONYS

87

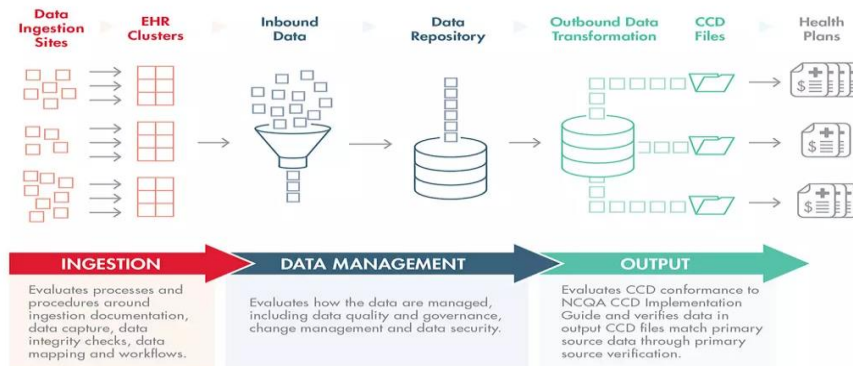# 2023: Better Data, Better Health Equity

- Better Data
  - NCQA Data Aggregator Validation
  - Patient Centered Home
  - HealthXNet
  - Continue to exchange information with new facilities and enhance data with the existing
- Medicaid Enterprise System (MES)
  - Maternal Health Insight
  - Community Planning Insight
  - HIE Certification
- Stay Tuned
  - SDoH Integration with Community Based Organizations

88

What is DAV Certification?

The **NCQA Data Aggregator Validation** program evaluates clinical data streams to help ensure that health plans, providers, government organizations and others can trust the accuracy of aggregated clinical data for use in Healthcare Effectiveness Data and Information Set (HEDIS®) reporting and other quality programs.

Once a data aggregator demonstrates that its processes maintain data integrity from the original source (or sources) to a health plan, the validated data can be used as HEDIS® standard supplemental data, thereby eliminating the need for primary source verification.

89

SYNCRONYS Progress to DAV Certification in 2023

The DAV program is based on three primary validation activities:
- Process standards review.
- Primary source verification (PSV).
- Conformance with the requirements in the NCQA Continuity of Care Document Implementation Guide (CCD IG).

SYNCRONYS is:
- Aligning our processes and data quality to meet the DAV certification requirements.
- Creating new procedures to analyze and report various aspects of data integrity, quality and completeness.
- Implementing Primary Source Verification processes to validate data quality and data integrity upon initial onboarding of new data providers and on-going.
- Working with Orion to document processes and build out our CCDAs to conform with DAV requirements.
- Identifying healthcare data providers and health plans to partner in the DAV certification process.
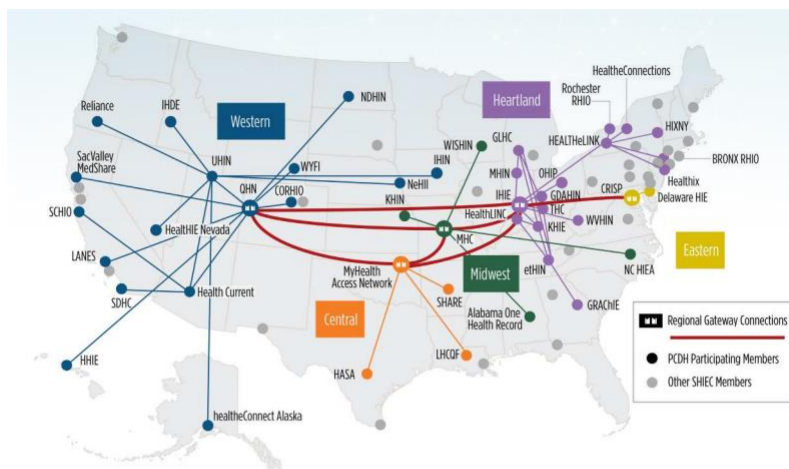
90

Why is DAV Certification Important?

Benefits for Health Plans:

- Health Plans can obtain <u>one</u> supplemental file with key HEDIS data from a variety of providers at one time instead of having to obtain standard supplemental data files from each provider/provider group.

  - This decreases the number of staff and resources needed for medical record retrieval and review.

- DAV Certification means that the files are <u>standard</u> supplemental files (as opposed to non-standard), which allows the following:

  - No auditor review required prior to ingestion and no additional audits of data sources.
  - Ability to ingest any new data at anytime throughout the entire HEDIS timeframe.

Benefits for Providers:

- <u>Decreases</u> the number of staff and resources needed to provide support to multiple health plan's medical record retrieval efforts during HEDIS collection season.

- <u>Decreases</u> the need for design and implement different proprietary HEDIS files for each health plan and submit these files throughout the year

91

CIVITAS
Networks for Health

Patient Centered Data Home

Patient receives care at facility outside their data "home"

1 Alert (ADT)

HIE
Away HIE

2 Alert to Patient's Home HIE
3 Acknowledgement of Clinical Data

HIE
3 Alert
Home HIE

Away Care Team

Home Care Team

93

93

Coming soon to SYNCRONYS

Stage environment have received encounters sent from PCDH.

CIVITAS
Networks for Health

Patient Centered Data Home

94

94

Coming Soon By Popular Demand
Integrated HealthXnet Eligibility In Your SYNCRONYS Portal!

Medical Records - HIE

Admission, Discharge and Transfer - HIE

Laboratory and imaging - HIE

Insurance Eligibility - HealthXnet

All In One Place!

SYNCRONYS

Health X net

HSC
efficient[n]

BETTER DATA. BETTER HEALTH EQUITY.

95

Medicaid Enterprise System (MES)

Partnering with NM Human Service Department for MES funding
- New Use Cases
  - Maternal Health Insights – Rhodes Group
  - Community Insight Planning Tool – RS21
- Certification of the HIE by CMS

BETTER DATA. BETTER HEALTH EQUITY.

96

5

Visit our website at www.syncronys.org.

SYNCRONYS

99