



= Increased Star Power

As plans continue to increase focus on how to improve Star Ratings, CMS is continuing to raise the bar making it more difficult than ever before to increase Star Ratings. What you were doing yesterday won't be enough to maintain or improve Star Ratings in the future.

Most Star Solutions are fragmented and may focus on only a subset of specific measures. BluePeak's approach is different because it is

- ★ **Comprehensive**
- ★ **Customized**
- ★ **Flexible**
- ★ **Vendor-neutral**

BluePeak's team of consultants consists of senior level managed care and Medicare/Medicaid pharmacy professionals, experienced auditors, clinicians and former CMS regulators who have worked at health plans, pharmacy benefit managers (PBMs), and CMS for the majority of their careers. BluePeak's well-rounded and diversified consulting team is the foundation of our unique approach to Star Ratings.

BluePeak starts with a complete Stars Assessment



BluePeak provides a comprehensive analysis of critical Star Rating inputs that contribute to each domain to identify gaps that prevent Plans from achieving optimal Star performance. BluePeak reviews individual inputs, but also reviews the inputs comprehensively to leverage interdependencies and create synergy.



GET IN TOUCH →

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The Star Assessment Results in Client-specific Recommendations that BluePeak Implements

Based on the assessment, BluePeak makes recommendations that are client-specific and prioritizes those recommendations to get the largest improvements for your dollar, while considering the timing of the improvements. A customized plan may include any or all of the following:



Identify gaps in care related to HEDIS measures and medication adherence



Provide expert process remediation support leveraging our deep subject matter expertise



Implement member engagement strategies that improve quality and get results



Implement cross-functional Project Management discipline to all improvement activities



Implement provider engagement and communication strategies to close gaps in care and improve patient satisfaction and outcomes



Develop and review Policies and Procedures to support best practices



Develop controls in the appeals process to reduce IRE autoforwards and overturns



Implement comprehensive vendor strategies to drive improvements



Implementation of CAHPS Survey strategy to target improvements



Develop strategic plans for guidance related changes to future star ratings and cutpoints



Implementation of Health Outcomes Survey (HOS) strategies to target improvements



Deliver customized and in-depth training on any operational aspect that impacts stars



Streamline disparate star, quality, NCQA and risk adjustment efforts to create efficiency and synergy



Prioritize improvement recommendations based on resource constraints, timing, weight of measures and interdependencies



Data mine Complaints Tracking Module (CTM) and grievances to identify areas for improvement and make best practice recommendations to address



Advise on infrastructure and governance re-design and best practices

Contact BluePeak today for a **FREE** consultation!

www.bluepeak.com
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