

Problem

- Hospitals and Providers are paid by Medicare Advantage Plans and ACOs based on RAF scores.
- There is a need to improve Physician Risk Adjustment Factor (RAF) scores to reflect the health status of their population accurately and compliantly.
- Ensuring the complete health status of a patient is compliantly documented will provide the providers and Health Plans with maximum reimbursement.
- Annual Wellness Visits (AWV) are extensive, and providers struggle with having enough time to complete MA plan/ACO requirements related to the re-documentation of diagnoses. This can negatively impact the accuracy of the RAF score.

CareLync Services

01

RAF Score Verification Utilizing CareLync - Unlock Financial Rewards with CareLync's RAF Score Verification – Imagine a system so advanced it effortlessly navigates the complexities of patient diagnostics to optimize your RAF scores. CareLync does exactly that. Our exclusive, compliance-focused intelligence retrieval technology guides credentialed intake providers through an infallible step-by-step validation process. This meticulous approach not only ensures precise documentation of each patient condition but also informs the required assessment and treatment plans. The end result? Accurate, compliant RAF scores that drive revenue growth. Consider this: just a quarter-point increase in your RAF score translates to an extra \$3,000 per patient per year. And with CareLync handling patient outreach, scheduling, and billing, your focus can remain on excellent patient care.

02

CareLync Application - Unleash the Power of CareLync's Tailored Assessments – With a database of over 70,000 ICD-10 codes mapped to more than 9,500+ HCC ICDs, our software is as comprehensive as it gets. But that's not all. The CareLync application employs a robust set of over 100 surveys and 646 processing rules to offer a truly personalized patient assessment. It's smart technology, designed to adapt to each patient's unique medical history and needs, providing you with insights that are both invaluable and actionable. Moreover, you can rest easy knowing that our system is up-to-date with CMS changes and exceeds industry standards for data security.

03

CareLync SaaS or Complete Service Options - Choose Your Path with CareLync's Flexible Service Options - Whether you have the manpower to conduct assessments in-house or need a turnkey solution, CareLync has you covered. You can opt to use our platform as a standalone Software-as-a-Service (SaaS) application. Or lean on CareLync's extensive network of healthcare professionals to handle re-documentation and new diagnoses capture for you. Either way, our technology ensures you achieve the highest RAF compliance with minimal resource investment.

04

CMS 2023 Update and Changes to the Program - CareLync has made the necessary updates based on Version 28 calculations for 2024. Modifications to ICD-10 codes have been completed to ensure correct coding and reporting based on the updated diagnosis. As rules evolve, so does our platform, keeping you always ahead of the curve.

CareLync Model

01

CareLync receives data from Client EHR, MA Plan, and/or ACO and this data is uploaded into the CareLync Patient Engagement Platform.

02

CareLync engages patients to schedule a visit via email, text, or phone call.

03

CareLync APPs perform an extended visit with the patient.

04

The complete extensive evaluation summary report is then added to the patient chart within the EHR system for review by the Client's provider.

05

CareLync may bill payor source at the Client's request, and CareLync retains total payment so there is no cost to the Client. Client may choose to pay CareLync for services and bill the payor source directly.

06

Client participates 100% in all the other benefits received such as RAF score increases and resulting revenue per the Client's MA and/or ACO agreements, penalty reductions, or performance bonuses.

RAF/HCC Validation

Simply combining known Hierarchical Condition Categories (HCCs) in a way that drives higher reimbursement based on artificial, and non-validated patient complexity will absolutely fail during an audit and will result in liability to the MA plan or at-risk payor. CareLync's comprehensive RAF compliance optimization technology covers all four of the steps required to validate and compliantly document diagnoses driving increased audit validation and success.



The patient must complete an extensive interview resulting in a comprehensive assessment.



A care treatment plan is platform generated for approval by the Client's provider, to address each of these individual complexities.



The provider must review the evaluation summary to concur or exclude each component of the assessment diagnosis that drives the complexity.



Documentation and billing must show that each complexity identified was in fact addressed properly.

Other Benefits:



Increased Quality of Care by directly assessing and highlighting gaps in care at the individual patient level as required by CMS. These measures are national standards directly linked to patient diagnosis, nationally adopted, and proven clinical workflows, and best-practice clinical intervention and treatment.



Improved Patient Engagement and Service by leveraging best-in-class technology to communicate directly with patients (as an extension of the physician practice). This proactively engages patients to address any identified gaps and to ensure the overall care experience meets and exceeds patient expectations.



Enhanced Financial Stewardship through full realization of revenue earned by closing care gaps, documenting appropriately for all care provided, and proactively capturing quality care bonuses while avoiding revenue penalties. This enhanced financial stewardship posture results in substantial economic benefits for provider groups that engage in our services.



Provider Well-being and Support by offering our Virtual Support Network (including fully vetted and credentialed Nurse Practitioners, Physician Assistants, and Medical Assistants) as a natural extension of your practice to provide the resources necessary to close all patient care gaps without the practice having to hire additional staff members. These services are provided at zero up-front costs and are only reimbursed to our company when the provider group is paid for patient services rendered.

Choose CareLync, and you're not just choosing the most advanced RAF score verification technology. You're choosing a partner committed to your growth, compliance, and ultimately, your success.

Elevate your practice today with **CareLync**.