HealthDataVision, INC.

VISION • EXECUTION • RESULTS

MRCS SOFTWARE-AS-A-SERVICE PLATFORM

COLLABORATIVE MEDICAL RECORD WORKFLOW AUTOMATION & ANALYTICS

MRCS is a HIPAA-compliant, collaborative, enterprise-class workflow automation and analytics platform. This Software-as-a-Service (SaaS) solution requires no hardware, reimplementation or on-going maintenance. MRCS was built by Health Data Vision (HDVI) to serve healthcare providers that offer Commercial and Medicare Advantage plans, to manage both Risk Adjustment and Quality Improvement initiatives.

As a self-service platform, MRCS is offered on an annual subscription basis for in-house use. The software facilitates chart collection/retreival, chart coding/abstracting, medical record quality assurance and reporting, with full admistrative rights for assigning roles and permissions, and work queues, to your personnel. The platform is configurable to the project requirements.

As a full-service platform, MRCS enables HDVI to support your mission-critical processes with real-time visibility into every step of the medical record review process. We provide trained personnel for chart collection/retreival, chart coding/abstracting, quality assurance and review, overread (secondary and tertiary validation), and clinical quality review analytics.

Whether you use MRCS on a self- or full-service basis, you have our audit support and protection by leveraging our Audit Wizards, which reduces the risk of adverse findings during RADV and MRRV (HEDIS) audits. We also provide a training portal with self-service user guides and training videos.

For more information about MRCS platform, analytic tools, and services, contact:
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BUILD-IT-YOURSELF, SELF-SERVICE OR FULL-SERVICE?

Companies often start out building their own in-house project solution, utilizing Microsoft Access databases and spreadsheets. This may work for a while, if they are small and only have sporadic project needs. However, when a company outgrows that process, they then have a decision to make whether to invest in a home-grown solution, to license a web-based solution for in-house use, or to outsource the entire project to a specialty company that offers a full-service solution.

In today's world where SaaS-based, enterprise-class solutions exist in nearly every specialized industry, it rarely makes sense for companies to invest in developing a home-grown software solution. In-house personnel typically do not have the experience to develop specialized software. When developers are contracted to build custom software, other personnel often do not have the knowledge or bandwidth to support ongoing development and application maintenance. Worse yet, developers often do not document their process or put together comprehensive training materials. The software soon becomes dated and then, with no one knowing how to deal with changes and updates required, it becomes an expensive drain on the company's ability to move forward in their core business. A painful lesson learned indeed.

The benefits of MRCS for self-service differs from the benefits of outsourcing the entire project to HDVI. For self-service, we hand you the keys to MRCS and provide training for you to experience all of its benefits. For full-service, we manage the entire project and give you transparency every step of the way. Our platform allows us to offer a third option, which is a collaboration between our companies where you can hand-off parts of your self-service project as-needed, to accomplish objectives.

MRCS was purpose-built for Risk Adjustment and HEDIS projects, with fully integrated workflow. The platform supported over 500,000 chases to-date. HDVI began chart collection in 2009 and has grown to more than 80,000 locations across 47 states. Our US-based team, with headquarters in Burbank, California and a new client service center in Glendale, California, includes management and provider engagement personnel with a deep well of experience. The Chart Retrieval and Coding/Abstracting teams average 3 years' experience and have clinical and/or HEDIS backgrounds. All Operations members own your mission and have meaningful incentives tied to your success.

FLEXIBILITY

Self-service MRCS enables you to maintain ongoing and concurrent reviews, allows for load-balancing of in-house resources, or by augmenting resources through collaboration with HDVI for better workload balance.

Full-service, utilizing the HDVI team, provides fast and easy project starts for campaigns and sweeps. No need to worry about workload balancing, hiring expensive coders/abstractors or field techs.

Utilize your own trained staff, with the credentials that you want to hire for. With self-service, there is no need to develop your own training program. We provide all training services and materials.

Utilize our experienced and certified team. With full-service, there is no need to receive deep training within the platform, however, we will provide training within the areas that are necessary for management oversight, transparency and reporting/analytics.

If the project becomes bigger than expected and you need help with collections or coding/abstracting, MRCS offers the ability to quickly and easily hand-off parts of the project to HDVI. It's nice to know you have the flexibility of a "safety net," should the need arise.

FLEXIBILITY. TRANSPARENCY. CONTROL.

TRANSPARENCY

Self-service enables you to have complete and total visibility into every stage of your project, with every tool in the toolbox and use of powerful real-time analytics.

Full-service provides visibility into every aspect of your project through drill-down capabilities in real-time analytics dashboards, access to view medical records in Chase Query, and ability to overread the quality of the HDVI coding team.

CONTROL

Self-service enables you to have complete and total control over your projects; doing it your way at your pace. You control and deploy your own resources.

You control the use of all your own equipment, including scanners, existing desktop applications, and access to the MRCS platform.

Self-service allows you to maintain the closest possible relationship with your provider networks, which may factor in mitigating provider abrasion.

You have full ability to deploy and manage your collection and coding/abstracting teams, as well as their workload queues.

Of course, with total control comes total accountability. You may prefer to collaborate with HDVI and combine workforces to complete your projects. You maintain the control over all aspects of the project just as if they were your own team.

Full-service offers hands-free management of the resources required to complete a project, allowing you to focus on other parts of your business and manage the project with a 30,000 foot view.

You have full ability to disperse our collection teams rapidly across large geographic areas, trusting in our experience to collect the records efficiently

CHART COLLECTION/ACQUISITION

MRCS makes chart collection/acquisiton faster and easier for healthplans, while increasing accuracy and eliminating provider abrasion.

SECURE VIRTUAL PRINT (SVP)

HDVI's Secure Virtual Print (SVP) allows you to receive charts from your provider network through the installation of a print driver on the provider's computer. The user simply "prints" the medical record, then it -- along with all metadata (checklists, comments, time-stamps, etc.) -- is transmitted directly into MRCS via a secure connection. The SVP interface continually updates on the user's computer, letting them know when charts are being requested, eliminating the need for phone calls, letters and faxes and, thus, provider abrasion.

REMOTE SVP (RSVP)

Remote Secure Virtual Print (RSVP) takes this concept one step further, by enabling our or your personnel to remotely access a provider's EMR system. RSVP delivers the future of medical record collection today, with unparalleled efficiency by completely eliminating the need to communicate chart requests to the provider's office, thus eliminating the time, cost and disruption associated with all other retrieval methods.

SECURE MEDICAL RECORD UPLOAD (SMRU)

Secure Medical Record Upload (SMRU) provides an alternative way to upload documents into MRCS by using a drag-and-drop interface. Multiple documents can be ordered within the interface, which are concatenated into a single document before becoming attached to the member profile through the Upload Wizard. Alternatively, multiple documents can be drag-and-dropped onto the member profile, before the Upload Wizard completes its steps.
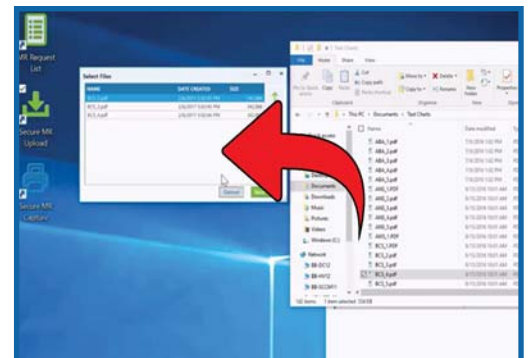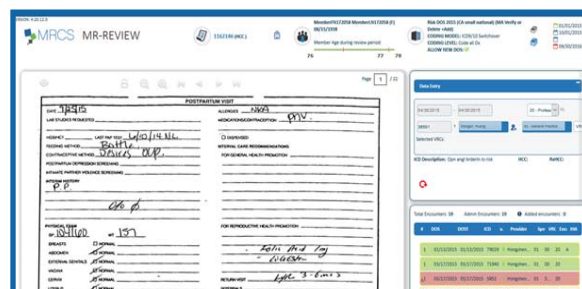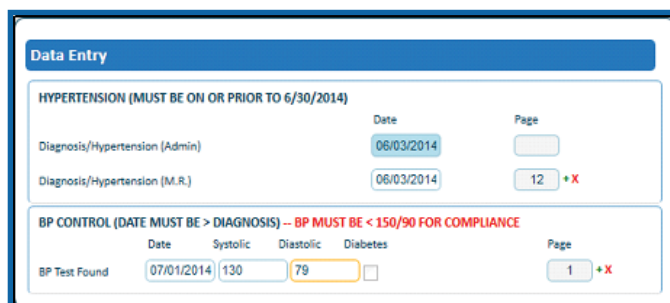
CHART CODING/ABSTRACTING

MRCS includes modules for Medical Record Review (MRR), Overread, Audit Wizard and more.

MEDICAL RECORD REVIEW (MRR)

The Medical Record Review (MRR) module is the entry point in the workflow for clinical coders. MRR enables coders to view medical records, enter or validate diagnosis codes associated with an encounter, capture provider data, and declare deficiencies in the record. Coders/abstractors then apply a Verification Reason Code (VRC) to explain the deficiencies, in accordance with CMS requirements, enabling you to identify inaccuracies in submitted diagnoses in real-time.

OVERREAD I & II

The purpose of MRCS Overread I & II is to add additional verification of the accuracy of Coders' work in MRR and/or to verify CNR's (Certificates of No Record). HDVI's Reviewers are expected to meet an accuracy standard established during the training and testing period of the project. Those who do not are re-trained or removed from the team. All charts that have passed overread are available to you for review and feedback.

AUDIT WIZARDS (RADV AND MRRV/HEDIS)

Audit Wizards are used for CMS-initiated RADV audit as well as HEDIS projects. All the audited HCCs can be loaded along with the member and chase information. The Audit Wizard automates matching coded HCCs with target HCCs, ranks "Best Medical Records," and generates audit documentation packages. Audit Wizards can also be used for Mock RADVs; the purpose is the same: find support for specific HCCs and determine how well medical record documentation supports them.