

The chart retrieval process is critical for plans in their pursuit of closing care gaps, enhancing member outcomes, and accurately identifying risk. In addition to these macro drivers, the following industry trends continue to drive the need for e-retrieval: the need for plans to acquire, exchange, and share member medical record data is growing, and an on-going demand of the adoption of e-retrieval spurred by the recent pandemic. As natural language processing (NLP) adoption continues, plans need large data sets to extract and interpret unstructured data.

Despite these drivers and trends, health plans face multiple (though surmountable) challenges as they seek to operationalize e-retrieval capabilities in a seamless and low friction manner. Those challenges include a complex workflow “managed” by inefficient and disparate systems; duplicative metadata ingestions and efforts across multiple departments; a lack of a single source of truth for patient data due to silos and delays from multiple vendors, and missed opportunities with high-value, high-return charts.

For health plans to overcome these challenges and operationalize an automated e-Retrieval solution, it requires teaming up with an experienced partner delivering market-leading technology and insight. **THAT PARTNER IS EDIFECS.**

#### WHY EDIFECS?

- ➔ **COST EFFECTIVE**  
Reduce administrative costs associated with the typically highly manual retrieval process
- ➔ **HIGHER QUALITY**  
Ensure the retrieval of unstructured data through natural language processing (NLP), thus providing a platform for improved member outcomes
- ➔ **REAL TIME ACCESS**  
Improve intervention planning and timing with real time access to member chart data



**AN NLP-POWERED, E-RETRIEVAL SOLUTION: AUTOMATED CHART RETRIEVAL WITH SCALABLE TECHNOLOGY TO REDUCE PROVIDER ABRASION, IMPROVE CODING ACCURACY AND ENHANCE MEMBER OUTCOMES.**

# EDIFECS EMR LINK

# KEY CAPABILITIES AND FEATURES

## CAPABILITIES

Automate the chart retrieval workflow

Integrate directly with the Edifecs Coding solution

Comprehensive E-Retrieval toolset

Drive cross-department collaboration

## FEATURES

Manage both manual retrieval and e-Retrieval in one platform

Automate chase list, campaign, and worklist creation. Auto-assign and rebalance workload based on chart priority, campaign progress, and deadlines

Track campaign, chart, team, and vendor performance with dashboard, calendar, and alert capabilities

Automate the transmission and reconciliation of charts with our Edifecs coding solutions. Metadata, chart file, and claim data only need to be ingested and processed once when using both tools.

View coding status from the retrieval platform and fetch the chart again immediately when the coder finds out that the chart cannot be coded successfully

Compare actual HCC findings with HCC predictions, rapidly improve suspecting and targeting logic and future results

Optimize E-Retrieval Strategy: balance cost, implementation time and complexity. Considering Provider's existing setup, EMR vendor's implementation options, health plan's IT capacity, and consent

Implement flexible backend E-Retrieval connection

Offer workflow and dashboard to track E-Retrieval charts progress

Provide transparency for chart chase campaigns' scope and initiation across the organization

Indicate whether the charts are already in the system or in the chase by others to avoid duplicate efforts

Deliver real-time chart status update and easy access to the chart to all interested parties

## BENEFITS

Retrieve more high value charts faster, more effectively, and cheaper

Reduce overall retrieval costs through automation and minimization of duplicate chart requests

Support interoperability initiatives through electronic retrieval of medical charts from providers

Reduce administrative cost and overhead

Increase retrieval rates by supporting various retrieval modes