

A space shuttle is shown launching, ascending vertically against a dark sky. Large, billowing white clouds of smoke and steam surround the base of the shuttle. The shuttle itself is a slender, white rocket with a pointed nose and two boosters. The overall scene is captured in a monochromatic teal color scheme.

# HHAs' Success Drivers Launch Into Positive Territory with Support from HHH Home Health Consulting

**REDESIGNING TOMORROW TOGETHER**

HEALTHPRO®

at



Home

HERITAGE

# Home Health Consulting

YTD  
2020

HealthPRO® Heritage is proud to share details related to significant positive trends in key success drivers (as well as a well-defined return on investment) since the onset of our home health consulting.

We welcome the opportunity to discuss the future of our partnership.

**HealthPRO® Heritage is well prepared to assist you in:**

Advancing clinical reimbursement strategies for PDGM

Overseeing operational + clinical management

Providing OASIS support

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# Home Health Consulting

We have consulted with several regional home health agencies, with multiple branch locations, who were in need of critical support and guidance on how to navigate successfully through PDGM and the COVID-19 pandemic. **Most of these agencies were challenged with:**

A steady increase in LUPAs + missed visits

Declining referral + admission rates

PDGM lack of knowledge

Inaccurate OASIS scoring + coding

Therapy + Nursing Under/Overutilization

that directly resulted in low overall star ratings in both quality metrics and patient satisfaction.

**2021 &  
Beyond**

HealthPRO® Heritage home health consulting has identified key initiatives that agencies can focus on in order to increase revenue and quality.

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# Year to Date Summary

Agency	Type	Timeframe	Return on Investment
HHA #1 – OH	OASIS Coding + Auditing; PDGM Consulting	09/20 - Ongoing	\$3,000,000+
HHA #2 – VA	OASIS Coding + Auditing	10/20 - Ongoing	\$145,800+
HHA #3 – NY	Operational + PDGM Consulting	03/20 - Ongoing	\$600,000+
HHA #4 – OH	Proactive OASIS Coding + Auditing	07/20 - Ongoing	\$288,600+
HHA #5 – VA	Operational + PDGM Management	02/20 - Ongoing	\$280,600+
HHA #6 – OK	OASIS Coding + Auditing; PDGM Consulting	07/20 - Ongoing	\$2,089,000+
HHA #7 – WV/OH	Operational + PDGM Consulting	09/19 - 09/20	\$12,000,000+

\$

Our consulting services have yielded partner agencies estimated savings of \$18,404,000+

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# Key Initiatives for Home Health

## 1 Solid, Strategic Business Management + Clinical System

A plan that will survive & flourish under PDGM + COVID meant having:

Time-specific measurable goals

A clear plan of action for clinical + marketing teams

Providing insight on clinical tools + pathways they could implement

By following that plan, all of our agencies exceed their previous year's admissions and a number of their branches passed state surveys with no deficiencies for the first time.

**These agencies were projected to improve productivity costs at \$10 million annually just by following the HealthPRO® Heritage home health consulting business plan.**

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# Key Initiatives for Home Health

## 2

### Address LUPA Risks + Revenue Cycle Problems

Our audits revealed that more than 80% of LUPAs were taking place during the second 30-day episode due to poorly managed miss visits and inadequate clinical frequencies and pathways. **On average, this was costing average agencies \$30,000 – \$40,000/month.**

Another issue was inadequate revenue cycle and order management, which was causing delayed RAPs and final claims that effected agency cash flow well past 30 days.

We worked with agencies to improve their order and revenue cycle and saw most agencies come out of the red early on in Quarter 1.

# Key Initiatives for Home Health

## 3

### Improved Approach to OASIS Scoring + Coding

Our focus is providing accurate primary diagnosis coding, appropriate Functional Impairment Level scores, and capturing applicable comorbidities.

- The primary diagnosis must be clear in notes and choosing the correct ICD-10 code is usually the biggest problem that agencies face today. Attaining the right primary diagnosis not only puts the patient in the correct clinical grouping but it can mean significant revenue. The difference in clinical grouping can range from around \$1,200 to \$2,700 per 30-day episode, which would help allow for the best patient care possible.
- Functional assessment scoring paints an accurate picture of your patients so you can maximize resources up front and optimize outcomes in the end. Do you know that there are ten critical M-section questions effect revenue drastically? Based on agency census we have seen accurate scoring change revenue from \$5,000 to over \$100K per month.

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# Key Initiatives for Home Health

3

continued

## Improved Approach to OASIS Scoring + Coding

Through these improved quality care approaches, our partner agency's Star Ratings improved from 2.5 to 4.6 on average and they are expected to achieve a 5.0 by end of Quarter 2 and 3. Several of their agencies also won distinguishable SHP Quality & Management Awards for 2019.

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# Key Initiatives for Home Health

4

## Innovative Tools + Resources

Our *Care Pathways to Success* is a

Proprietary calculator + Clinical best practice tool + For determining therapy utilization

As a care planning solution + that delivers on both care + cost management

*Care Pathways to Success* result in guaranteed quality + patient improvement

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# Key Initiatives for Home Health

## 4

continued

### Innovative Tools + Resources

Gross margins under Care Pathways to Success have been in line with the best-in-class industry benchmarks. We also developed Clinical Pathways for all PDGM clinical groupings along with a special COVID-19 pathway. These clinical pathways provide treatment structures, therapy best practices, and clinically vetted tests and measures for agencies to use.

**One example** of a consulting customer using our Care Pathways to Success was on a large agency out west averaging a cost savings of \$216.00 to \$2,700.00 per 30-day Medicare episode claim based on past chart and claim audits with that partner. It was also estimated that they could possibly save, at minimum, around \$8,465,904.00 + based on their past CMS LDS claims data if the suggested tools and clinical pathways were followed.

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# What Can We Offer?

## Evaluation of Current Practice/Claims Under PPS Compared to PDGM

- Initial deep dive and roll-out
- On-site project management
- Scheduled electronic/telephone support services
- Unlimited educational resources specific to PDGM, OASIS & clinical activity
- Clinical Pathways, PDGM Calculator (unlimited access & usage)

## Support + Advice for Quality Metrics

- Evaluation of Process Measures and Star Ratings
- OASIS coding & accuracy
- Care coordination & collaboration with IDT
- Documentation review & support as indicated
- QAPI review & support

## PDGM Preparedness: Assessment, Support, Oversight + Implementation

- Access to *PDGM & Beyond University* for IDT, including online competency assessments
- Impact file & grouper tool assessment
- PDGM Calculator & Clinical Pathways

# What Can Your Agency Expect?

- Ability to plan, schedule + deliver optimal care to maintain clinical outcomes starting on Day 1
- Efficient interdisciplinary workflow to assure appropriate case management, coding + OASIS scoring
- Mitigate costly patient LUPA risk on every admission
- Use “Gold” standard utilization practices derived from 4 and 5 star agencies’ based on CMS nationwide claims and best practices
- Minimize compliance risk by assuring a clinically based, outcome driven care approach
- Reduce variability in clinical practice, reduce ADR’s, and future audits by allocating resources based on patient characteristics in alignment with CMS best practices
- Manage episodic cost with a clinical foundation and avoid under/overutilization
- Achieve positive patient satisfaction and outcomes by aligning service utilization with characteristics, which ultimately determine payments and will provide tangible data
- Improve STAR Ratings and be able to acquire future referrals from ACO’s, BPCIA’s, ISNIPS, etc.
- Utilize sales and marketing in acquiring referrals for assured therapy and nursing visits
- Access to clinical education, webinars, care pathways, CEUs + on/off-site consulting services

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A background image of a space shuttle launch, showing the shuttle ascending with a large plume of white smoke and fire. The image is overlaid with a teal gradient.

Contact us to get started today!  
[healthpro-heritage.com/pdgm](http://healthpro-heritage.com/pdgm)

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The logo for HealthPro at Heritage Home, featuring a stylized white figure of a person with arms raised, positioned between the words "at" and "Home".

HEALTHPRO® at HERITAGE Home