



Solution Overview

COTIVITI

Quality and Stars solutions

Analyze, communicate, and improve your clinical and financial performance with industry-leading HEDIS[®] reporting and more

- Quality Intelligence
- Star Intelligence
- Medical Intelligence
- Medical Record Retrieval
- Medical Record Abstraction

Measure what matters—then take action

Quality improvement is complex, evolving, and increasingly tied to financial profitability. Cotiviti can help you go beyond HEDIS® and turn quality measurement and reporting into the foundation you need to support such mission-critical initiatives as population health, risk adjustment, member and provider engagement, compliance, network management and contracting, and value-based reimbursement. We blend our powerful measure logic engine and easy-to-use reporting software with high-volume, expert retrieval and abstraction services for overall process excellence and Star Ratings prediction, driving superior results with less of your effort at every stage.

Powerful, reliable technology

With a unified view across measures, Quality Intelligence drives a level of efficiency that enables proactive year-round measurement and reporting, allowing health plans to continuously refine their quality improvement programs and achieve better results. Delivering NCQA-certified measure logic since 2001, Quality Intelligence supports plans of all sizes. Its user interface, Quality Reporter, delivers workflow efficiency and productivity, flexibility and configurability, real-time insights and compliance, and integration with medical record retrieval and abstraction workflows. Adding Star Intelligence creates a one-stop shop for HEDIS, year-round quality projects, and Medicare Advantage Star Ratings management, improving integration, collaboration, and consistency.

Accurate, resource-efficient services

The thorough documentation of compliant care leads to improved quality scores. Cotiviti has extensive, proven experience performing medical record retrieval and abstraction services for a wide range of purposes. The volumes that we process have provided us with vast historical provider-related details (stored in our unique master record locator) about how best to obtain records without disrupting the physician office. In addition, our abstractors undergo rigorous training to achieve the highest number of compliant components possible within any reporting timeframe.

Cotiviti's Quality and Stars solutions

The Quality Intelligence software forms the solid foundation of an effective quality improvement program. From there, you can add solutions to gain even more value.

Quality Intelligence

Measure and report HEDIS and HEDIS-related metrics your way

Quality Intelligence, our fully NCQA-certified quality measure logic and reporting software, sets the standard for efficiency, ease-of-use, and customer satisfaction. Health plans can track, monitor, and improve quality compliance; facilitate HEDIS, Star Ratings, state and other quality measure submissions; and implement a year-round measurement and reporting program that significantly improves health plan rankings. That's why more than 147 million HEDIS lives are currently reported through our software.

Star Intelligence

Track, predict, and model Star Ratings while identifying gaps and opportunities

Star Intelligence provides health plans with the ability to track, predict, and model their Star Ratings, improve care to a growing Medicare Advantage population, and to optimize bonus payments. With Star Intelligence, health plans get end-to-end data assessments and optional integration with Quality Intelligence to ensure accuracy in Stars measures. With this information, plans can optimize departmental processes and procedures and drive project management efforts to streamline data sharing and efficiencies. Star Intelligence gives plans a deeper understanding of Star measures, financial impact, prediction and interpretation of results, weighting, and cut points to enable Star measure improvements.

Medical Intelligence

Gain insight into every facet of healthcare utilization

Medical Intelligence combines Cotiviti's industry-leading DxCG science, evidence-based clinical quality rules, healthcare utilization metrics, and claims-based HEDIS measures to enable payers to manage risk and target opportunities for improving healthcare results. Users can easily stratify and segment populations (by risk, costs, utilization, predicted future cost, or location), access member-level detail (e.g., conditions, comorbidities, clinical events, gaps in care, prescription compliance), and evaluate efficiency and performance by program, provider, and more.

Medical Record Retrieval

Fulfill even high-volume record requests with minimal disruption to providers and their office staff

Cotiviti's Medical Record Retrieval services streamline medical record retrieval, aggregation, indexing, and storage. With Cotiviti, plans can easily achieve or exceed their retrieval targets because we use provider weighting algorithms to avoid unnecessary effort, eliminate medical record image transfer downtime, and offer full transparency into retrieval status at request, project, and provider levels. This is why we've achieved a greater than 90% HEDIS retrieval rate on average over the last three years.

Medical Record Abstraction

Achieve the highest number of compliant components possible within any reporting timeframe

Cotiviti experts abstract medical record information to validate that recommended care has been provided, supporting health plan quality measurement submissions. Two qualities set Cotiviti apart in the delivery of abstraction services and account for our greater than 97% historical accuracy rates. First, focus: rigorous training and continuous quality assurance ensure consistent performance, and our experts are just a phone call away for any questions. Second, flexibility: we can support client-specific data formats including abstraction and over-read, MRRV only, direct EMR abstraction, and off-season projects—and we can easily scale to meet your needs, no matter the volume.

Greater breadth and depth

>147M

members reported to NCQA are processed by Quality Intelligence

A commitment to quality

>90%

HEDIS® medical record retrieval rate historically

Delivering better results

57%

of 5-star contracts work with Cotiviti's Quality and Stars solutions

An extensive measure set— and growing

Quality Intelligence is a powerful resource that you can use to keep a vigilant eye on complex, wide-ranging, and evolving healthcare quality metrics. Supported measure sets include:

- AHCA Measures (Florida Medicaid)
- California P4P
- California Medi-Cal MCAS
- CMS Adult and Children Core Sets
- CMS Star Ratings Part D and Survey
- Covered California
- Custom HEDIS-like Rolling Measures
- Georgia Medicaid
- Hawaii Medicaid Quest Integration
- HEDIS
- Illinois Medicare/Medicaid Plans
- Kentucky Medicaid
- Louisiana Medicaid
- Maryland
- Mass. Group Insurance Commission
- MN Community Measurement
- NCQA/CMS LTSS
- New Jersey
- New York QARR
- Pennsylvania Medicaid CHIP and PAPM
- Pharmacy Quality Alliance (PQA)
- Vermont ACO
- West Virginia Medicaid



Cotiviti's Quality and Stars solutions are a crucial pillar of our Health Enablement portfolio. With a focus on driving more informed decisions, Cotiviti's Health Enablement solutions enable health plans to knock down internal silos and improve efficiency. Plans can effectively collaborate within their own teams, with their provider networks, and directly with their members to enable better care.

[Learn more](#)



To learn more about how Cotiviti's Quality and Stars solutions can improve outcomes for your members, call 866.292.6971 or email answers@cotiviti.com.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Enabling a high-quality and viable healthcare system

Payment Accuracy

Determine Claim Responsibility

Ensure Claim Accuracy

Detect FWA Patterns

Health Enablement

Quality and Stars

Risk Adjustment

Engagement

[Learn more](#)

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