

AHA Vitality Index™

Comparative financial and operational data
straight from hospitals for better decision making



in collaboration with
HYVE HEALTH



Today's Speakers



TAMIE YOUNG, FHFMA

Vice President
**Revenue Cycle and
Physician Practice
Management,
Stillwater Medical**



TRAVIS GENTRY

Chief Executive Officer
Hyve Health



AGENDA

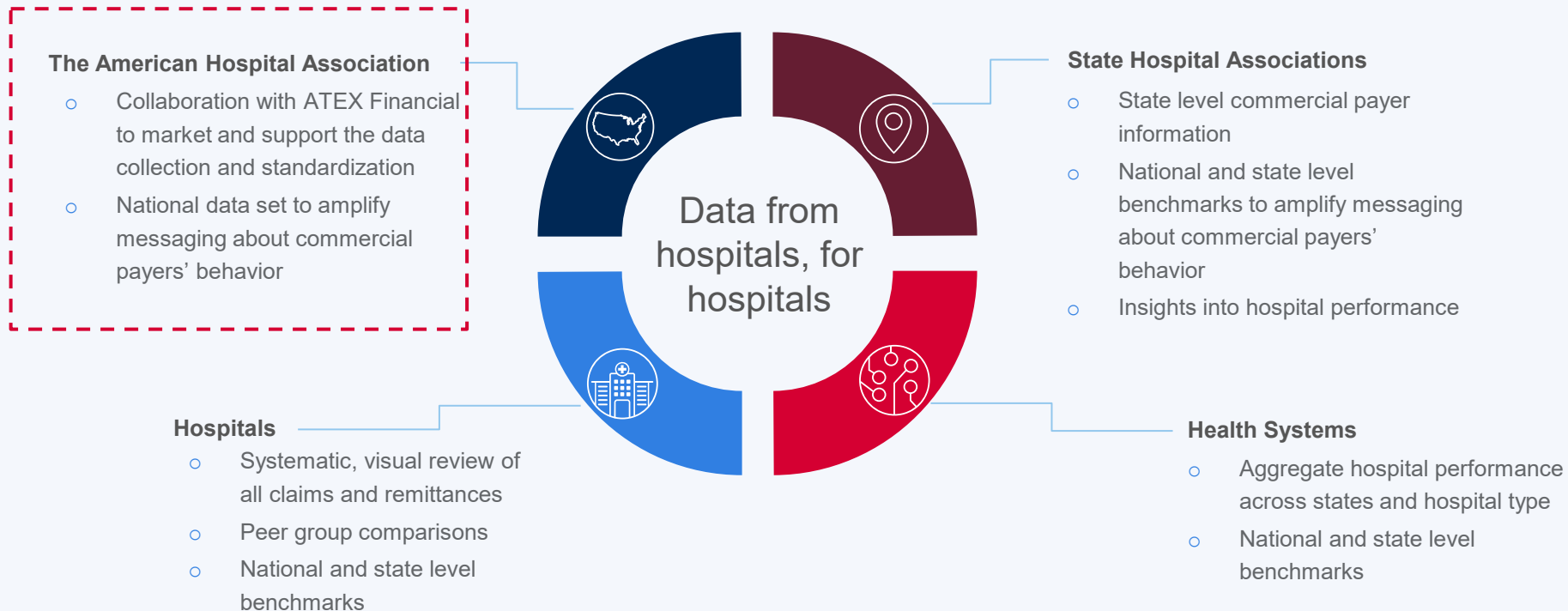
- AHA efforts to address unfair commercial health insurance practices.
- How AHA Vitality Index tracks payer-specific revenue cycle measures using de-identified claims data.
- See AHA Vitality Index live as a panelist demonstrates how it can help identify opportunities to reduce operational challenges.



Why AHA Vitality Index is Needed

- 1. Need national data strategy (need to remove barriers to data and reduce data silos)**
- 2. Brand new solution, never has been done in industry**
- 3. Current data from hospitals for hospitals, not antiquated cost report information or data from unknown sources**

An ecosystem of data to support all AHA member constituencies



Commercial Payer Practices

are receiving more prominent coverage in the media

The logo for the Healthcare Financial Management Association (hfma) is displayed in white text on a blue rectangular background.

Healthcare Financial Management Association

OIG calls out issues with denials of payment and services in Medicare Advantage

BECKER'S

PAYER ISSUES

19 Tenet hospitals sue Cigna over alleged low reimbursement rates, denied claims




State slaps Anthem Blue Cross Blue Shield with \$5M in fines

BECKER'S

ASC REVIEW

Insurer under fire for millions in unpaid claims

Recognition of the negative impact of these practices is mounting



**Hospitals are facing an increasingly
challenging reimbursement
environment and unprecedented cost
containment pressures**

Validity Index will supply us with powerful, quantitative evidence to support our work against these anticompetitive practices

Holding commercial insurers accountable: Priority issues to address

1. Health plan utilization management and other business practices leading to:
 - Delayed or denied patient access to medically appropriate care
 - Clinician burn out
 - Excessive administrative cost and burden in the health care system
2. Lopsided access to financial resources and data that enables commercial health plans to reshape the health care landscape through vertical integration at the expense of patient care.

AHA Strategy

1. Change law and regulations to improve how coverage works and increase oversight of health plans
2. Tell the story to policymakers and the public of how health plans are increasing patient and provider burden, frustration, and cost
3. Support legal efforts to establish precedent and challenge anticompetitive activity

An ecosystem of data to support all AHA member constituencies

The American Hospital Association

- Collaboration with ATEX Financial to market and support the data collection and standardization
- National data set to amplify messaging about commercial payers' behavior



State Hospital Associations

- State level commercial payer information
- National and state level benchmarks to amplify messaging about commercial payers' behavior
- Insights into hospital performance

Hospitals

- Systematic, visual review of all claims and remittances
- Peer group comparisons
- National and state level benchmarks

Health Systems


- Aggregate hospital performance across states and hospital type
- National and state level benchmarks

American Hospital Association + Allied Hospital Associations

- The AHA is strategically partnering with allied hospital associations to create a national database of de-identified claims data from hospitals across the country
- Allied associations and their member hospitals can gain access to benchmarks, insights, and patterns not available anywhere else in the industry



**What if we could
see the whole picture
to address commercial payer
issues and help your organization
better navigate this environment?**



The solution is the creation of a national, de-identified, normalized database of hospital claims and remittances

Hospitals lack critical data to help address the challenges caused by commercial payer issues

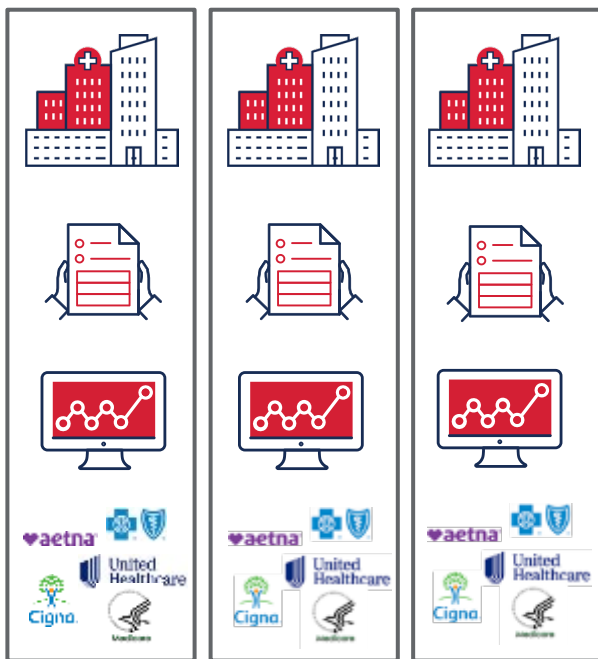
There are no unbiased industry standards or measurements that can help hospitals analyze the operational and financial efficiency of their hospital compared to the rest of the field

Until now...

True transparency

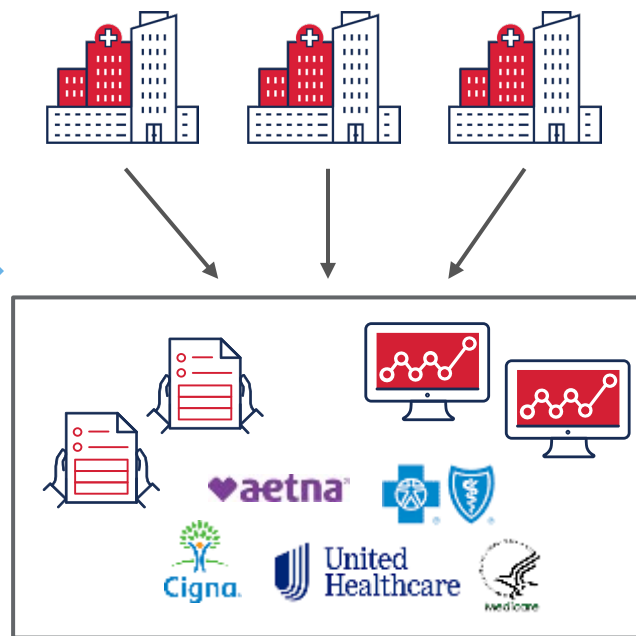
Backed by data directly from hospitals, for hospitals

Hospitals are currently operating in their own data silos



It's time for hospitals to use their data wisely to see the whole picture

AHA Vitality Index is backed by aggregated, de-identified claims data



Answer questions that were once unanswerable

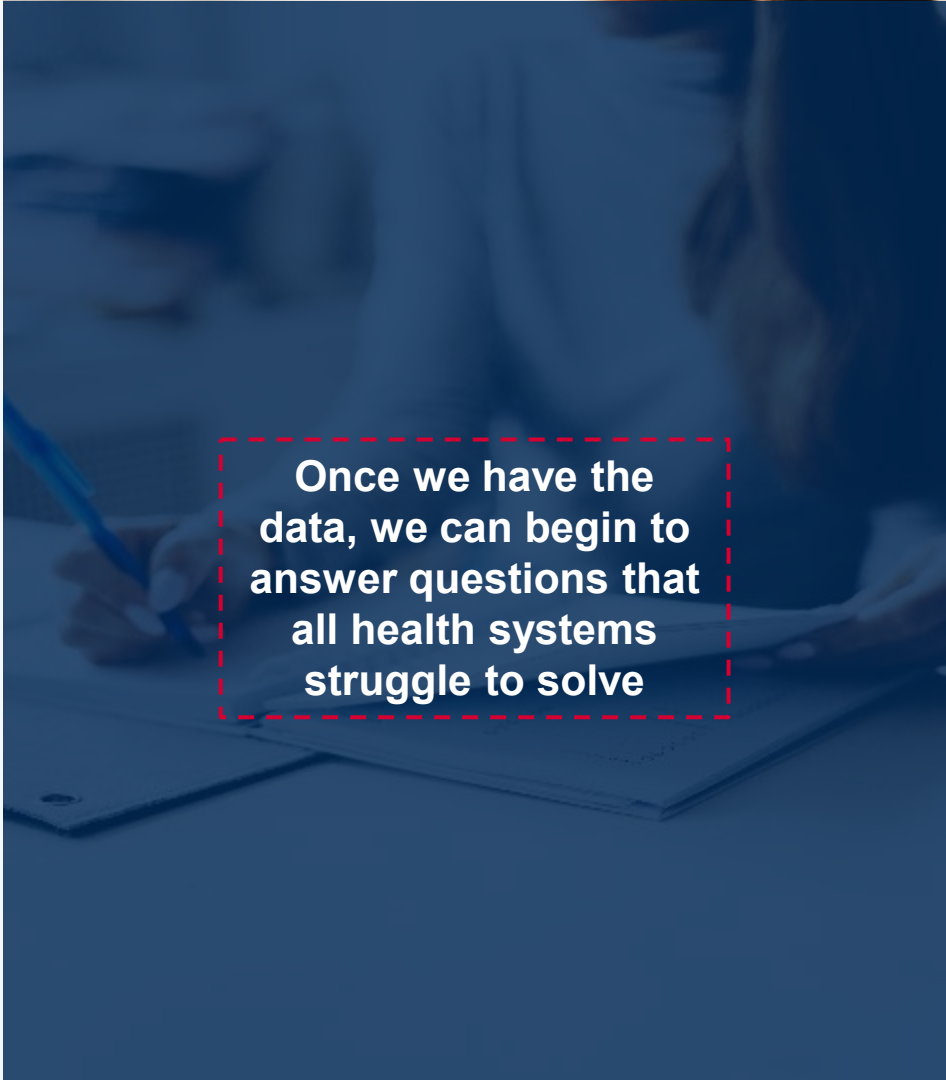
- What hospitals have claim processing challenges and which are efficient?
- What payers have prompt payment timing issues?
- What hospitals have denial issues where others do not?
- What payers have denial issues across specific states (national and state payers)?
- How much are managed care reimbursements across states and from what providers (percentiles not dollars)?

This helps hospitals

- ✓ **Better assist in payer performance by understanding who is thriving and who needs help**
- ✓ **Understand which payers are good or bad actors to aid in any policy/advocacy issues**

Solve issues that were once unsolvable

- “Prompt Pay” legislation and accountability
- No Surprise Billing Act and the Qualified Payment Amount (QPA)
- For years, hospitals, health systems and state associations have been trying to collaborate with each other, but lacked a unified data strategy



Once we have the data, we can begin to answer questions that all health systems struggle to solve



**Let's take a deeper look at
the solution**

Operational metrics, focused on revenue flow

Divided into four quadrants



Velocity

measures the speed related to claims, remits and cash



Variety

reviews what type of reimbursement is expected



Volatility

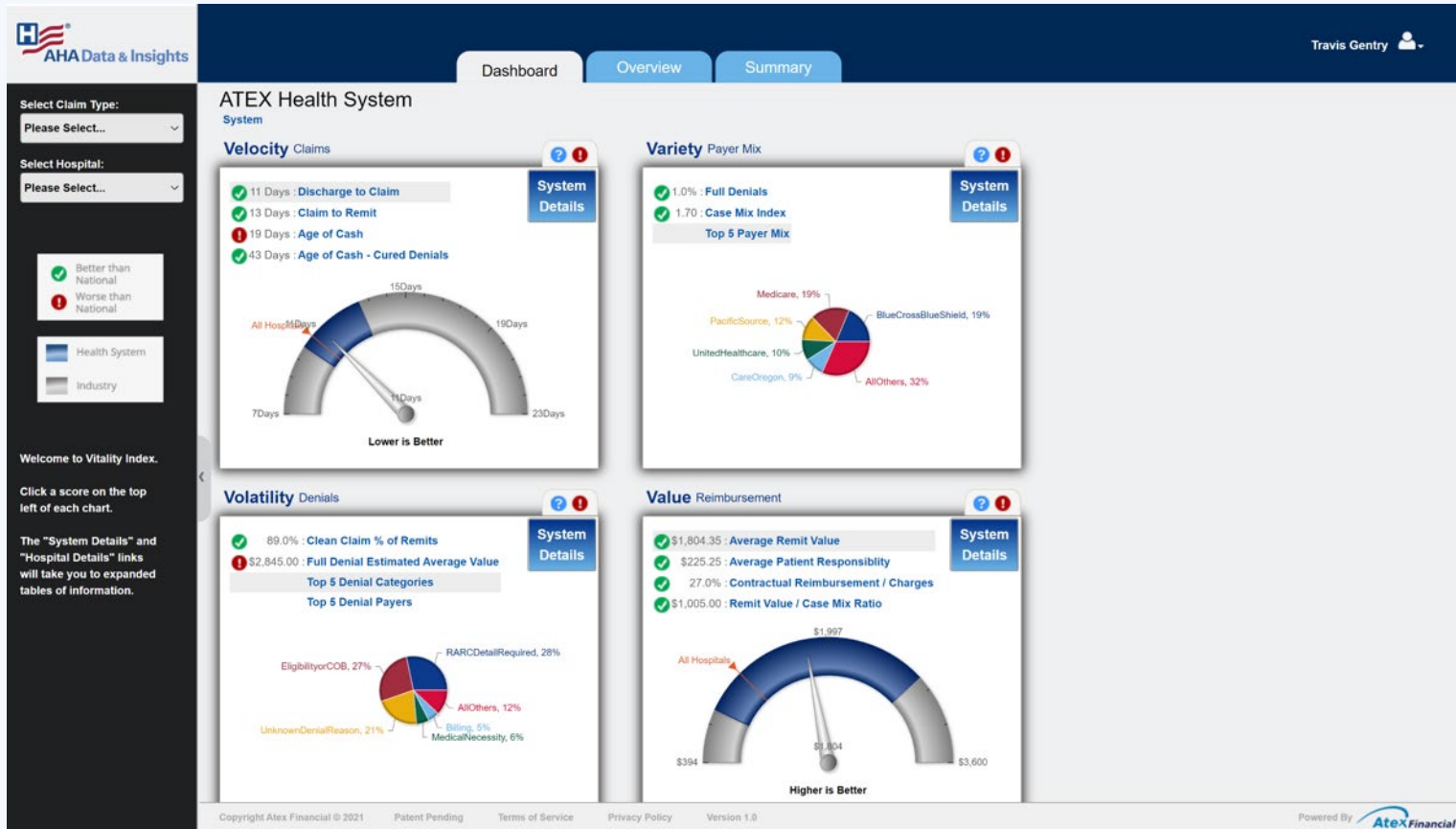
looks at the risk that could impact the speed and amount of cash



Value

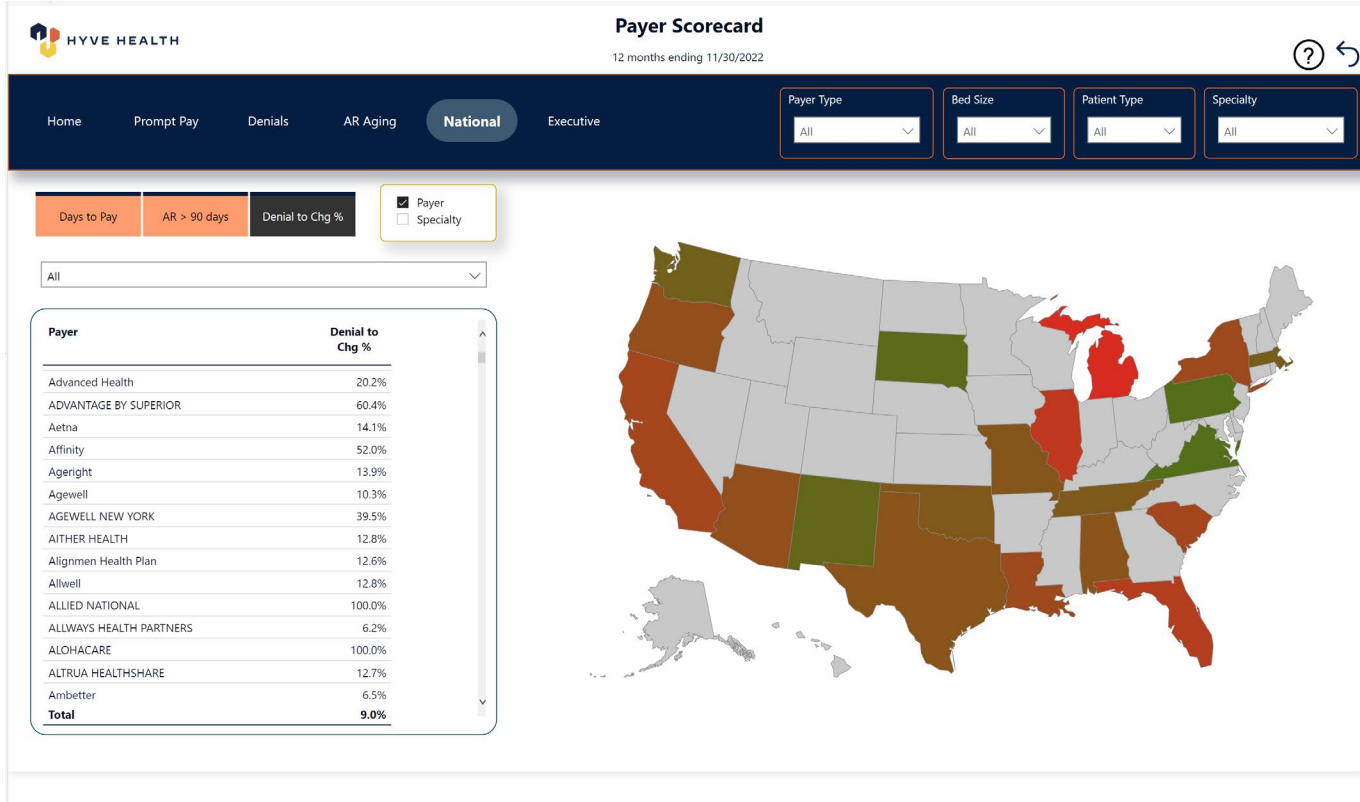
evaluates the amount collected by payer, patient type, specialty and denials

Get a complete picture of what's happening



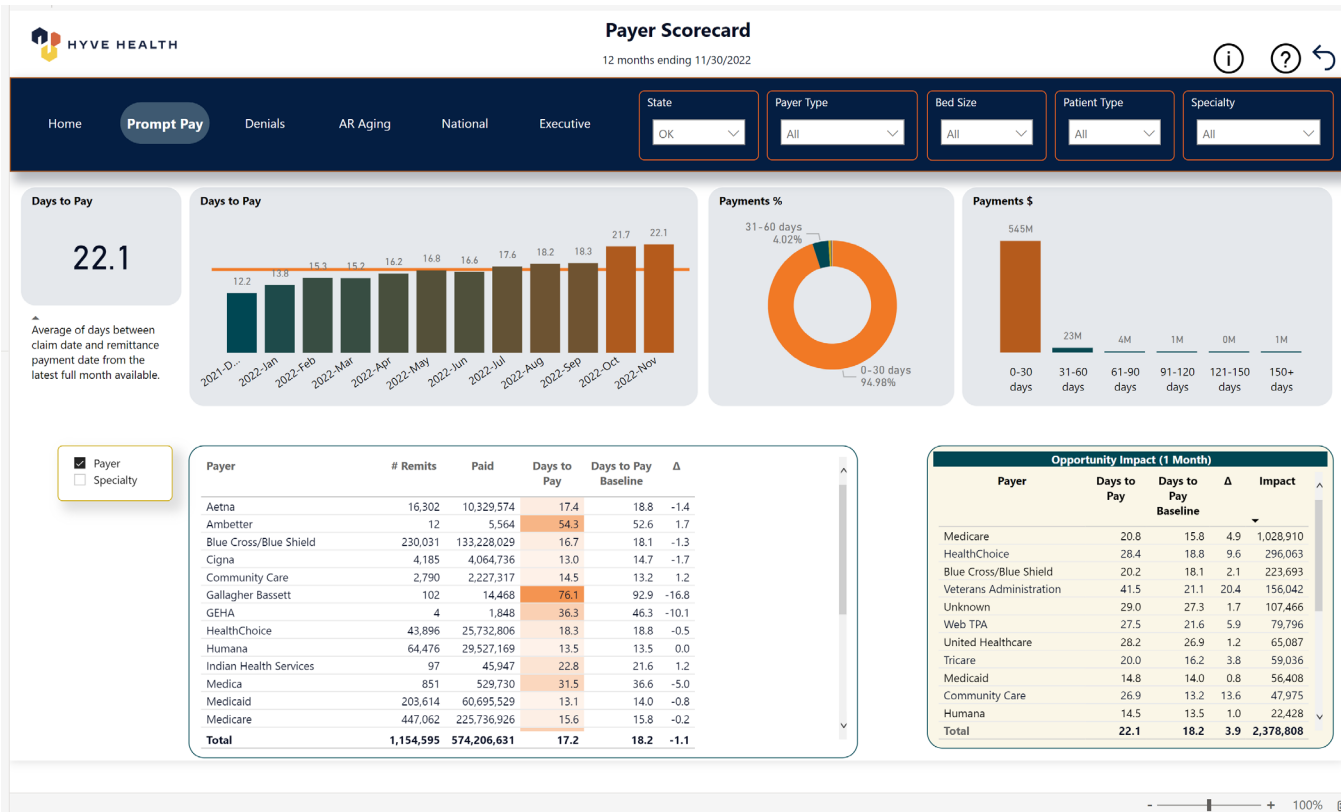
National Payer Scorecard

State by State



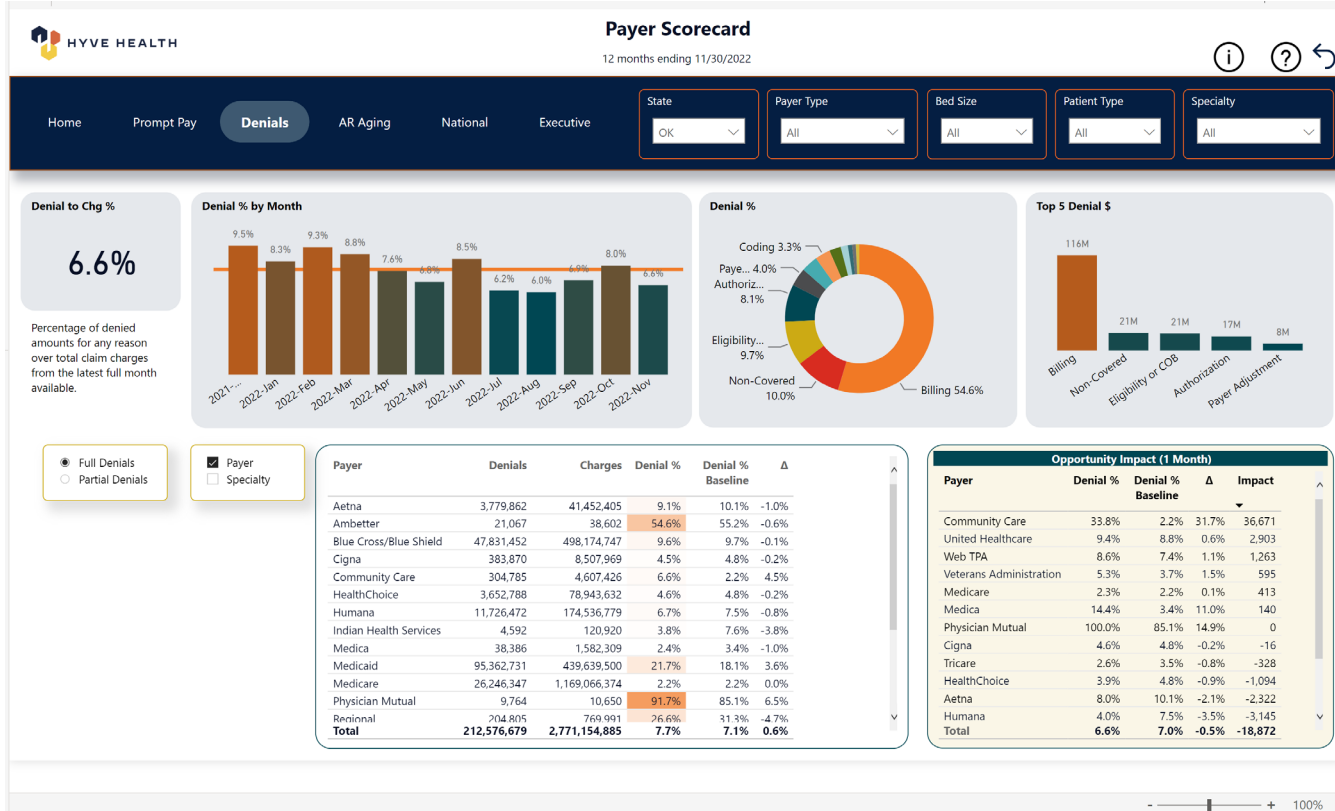
National Payer Scorecard

Prompt Pay

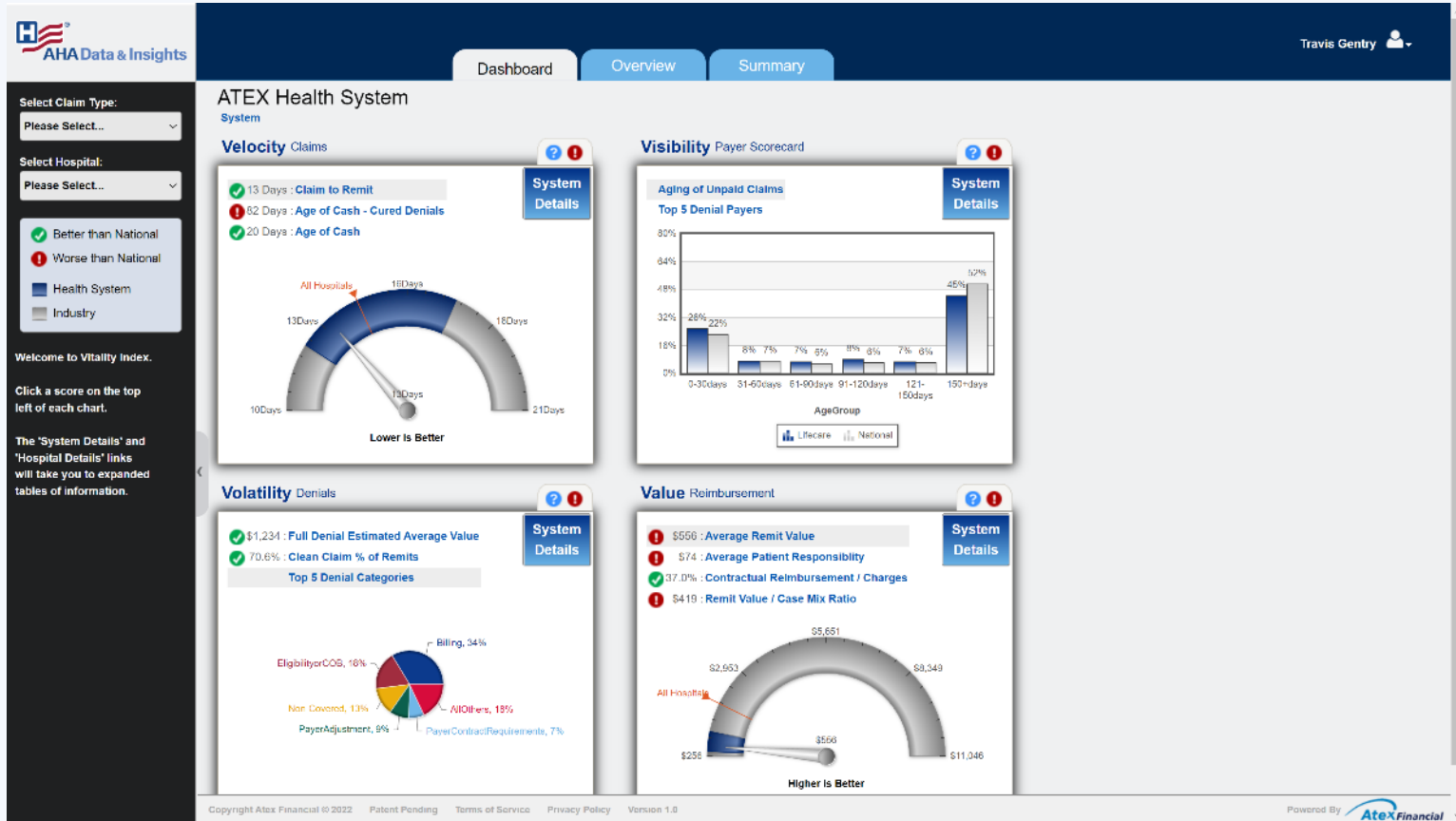


National Payer Scorecard

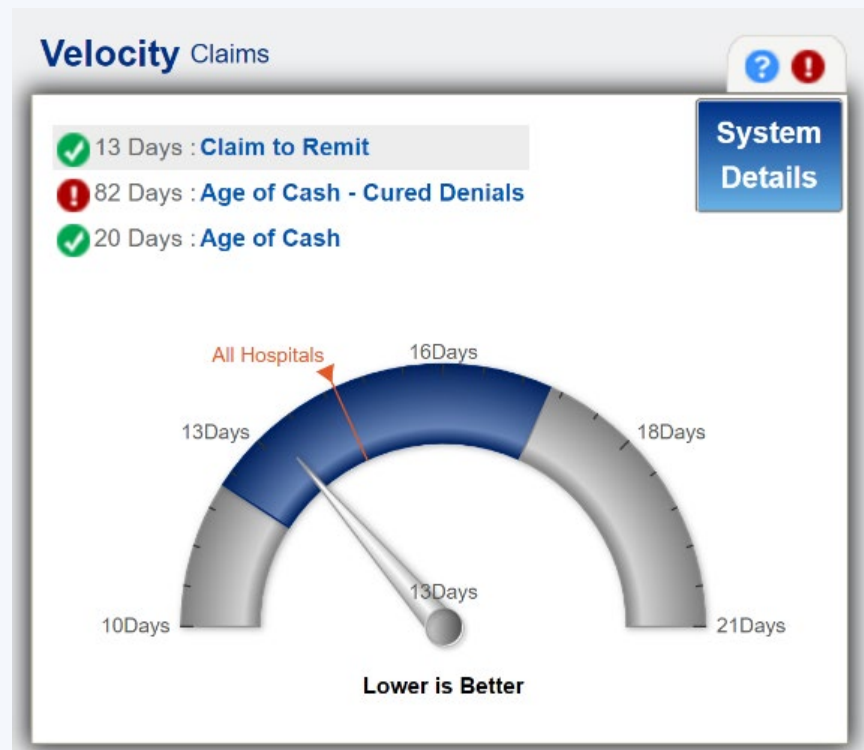
Denials



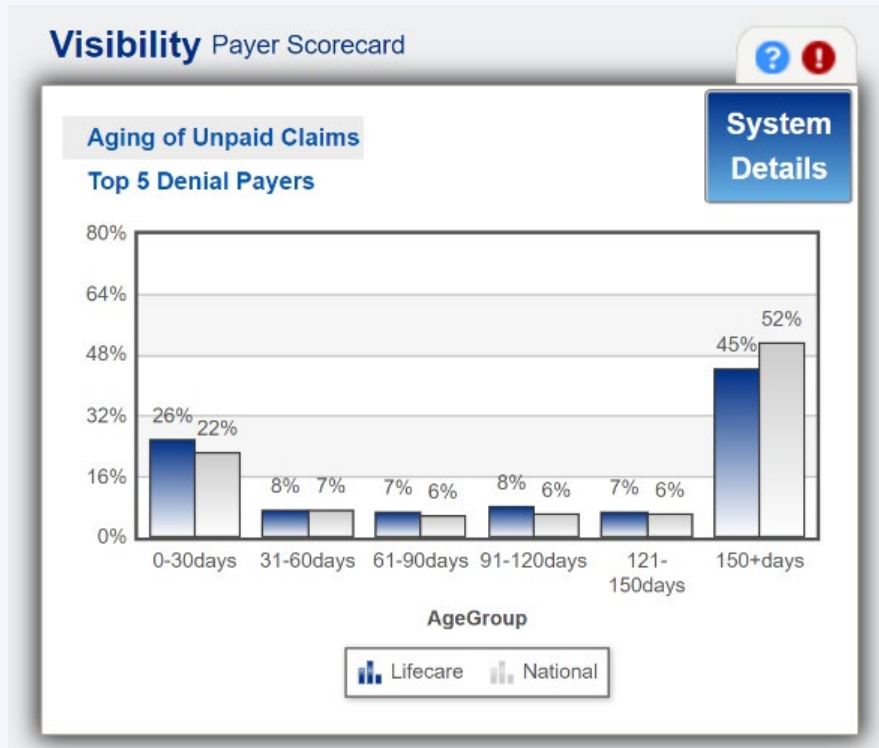
Get a complete picture of what's happening



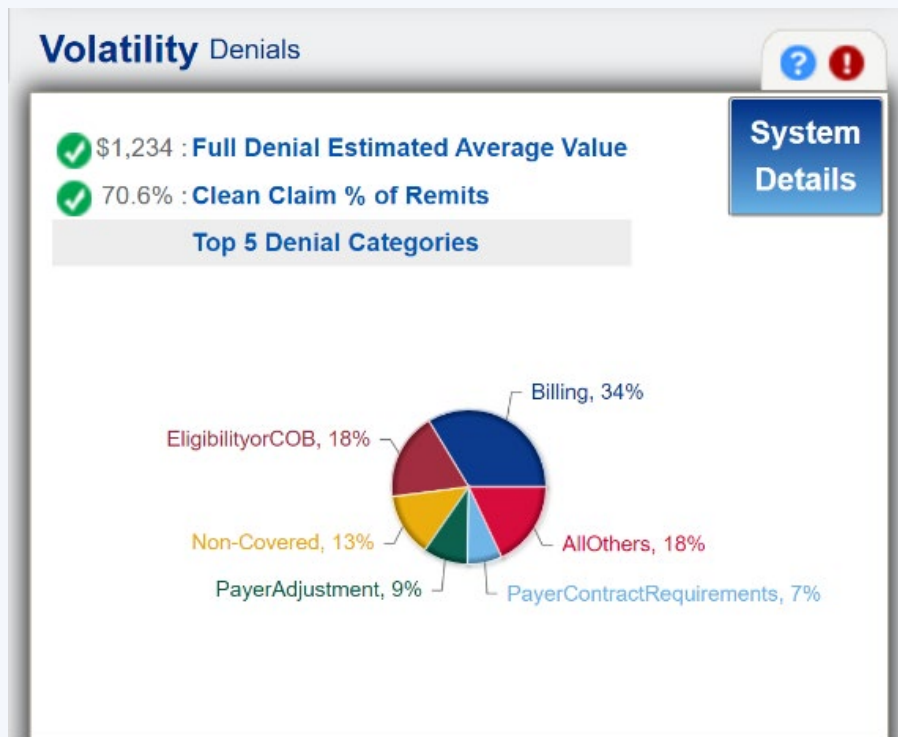
Velocity



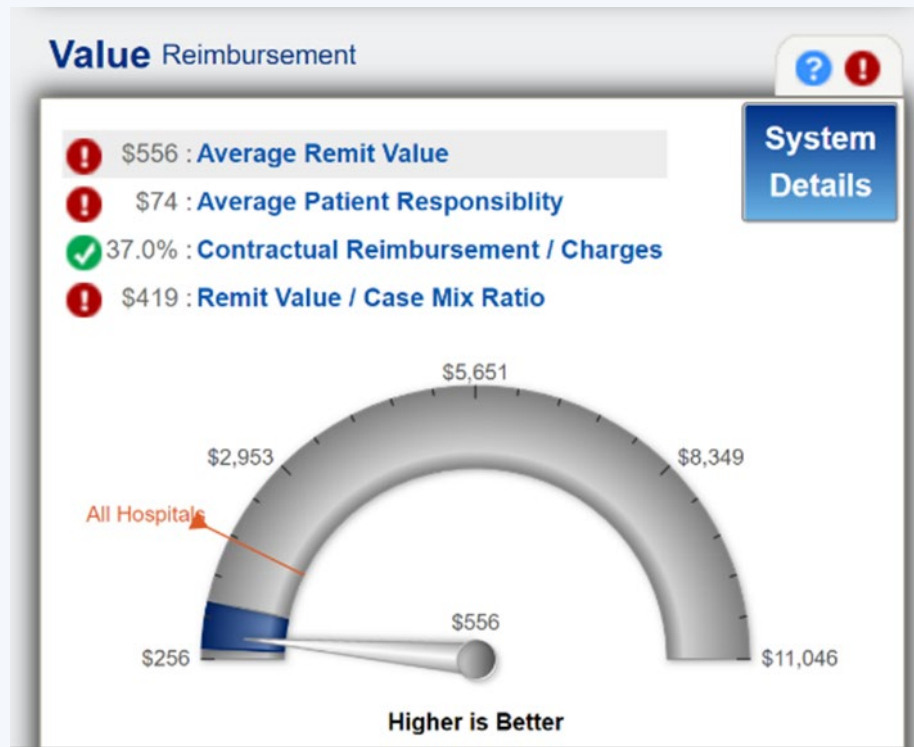
Visibility



Volatility



Value



Compare Clean Claims by Payer, Specialty, and Patient Type

AHA Data & Insights Travis Gentry

Clean Claim % of Remits By Payer For Outpatient, Musculoskeletal Bed Size 101 - 200

Dashboard / ATEX Health System / Gentry General Hospital

Show 10 entries Search:

Showing 1 to 10 of 17 entries

	Overall Average	Blue Cross/Blue Shield	Medicare	Kaiser	United Healthcare
National Average	76.0%	85.0%	71.0%	2.0%	73.0%
Peer Group Average	69.8%	79.9%	51.1%	8.0%	67.6%
ATEX Health System	68.0%	75.0%	49.0%	1.0%	66.0%
Gentry General Hospital	52.0%	73.0%	11.0%	5.0%	58.0%
Peer 1	95.0%	98.0%	70.0%		73.0%
Peer 2	88.0%	94.0%	92.0%		75.0%
Peer 3	87.0%	92.0%	85.0%		83.0%
Peer 4	85.0%	87.0%	81.0%		76.0%
Peer 5	85.0%	96.0%	29.0%		65.0%
Peer 6	84.0%	92.0%	68.0%		81.0%
Peer 7	78.0%	95.0%	22.0%		51.0%

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Health Systems

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Overview

Dashboard / Lifecare

Sorted: BEST to WORST

	VELOCITY		VISIBILITY		VOLATILITY		VALUE				
	Claim to Remit	Age of Cash	Age of Cash - Cured Denials	Aging of Unpaid Claims	Top 5 Denial Payers	Clean Claim % of Remits	Full Denial Estimated Average Value	Average Remit Value	Average Patient Responsibility	Contractual Reimbursement	Remit Value / Case Mix Ratio
Jackson County Memorial Hospital	✓	✓	✓	⊘	⊘	✓	✓	!	!	✓	!
Duncan Regional Hospital	✓	✓	✓	⊘	⊘	!	✓	!	!	✓	!
Stillwater Medical Center OK	✓	✓	!	⊘	⊘	✓	✓	!	!	✓	!
Grady Memorial Hospital OK	✓	✓	✓	⊘	⊘	✓	✓	!	!	!	!
Great Plains Regional Medical Center	✓	✓	✓	⊘	⊘	✓	✓	!	!	!	!
Jefferson County Hospital OK	!	✓	✓	⊘	⊘	✓	✓	!	!	✓	!
Comanche County Memorial Hospital	✓	✓	!	⊘	⊘	!	✓	!	!	!	!
McAlester Regional Health Center	!	✓	✓	⊘	⊘	!	✓	!	!	✓	!

⊘ means there is no statistically significant data for that item.



Final Thoughts and the Power of Comparison Data

Hospitals Services

Contractual Reimbursement / Charges By Payer State Oklahoma ?

[Dashboard](#) / [Lifecare](#) / [Stillwater Medical Center OK](#) i

Show entries

Search:

	Overall	Aetna	Blue Cross/Blue Shield	Cigna	Community Care	HealthChoice	United Healthcare
Oklahoma	26.0%	40.0%	33.0%	82.0%	60.0%	33.0%	37.0%
Peer Group Average	27.9%	49.9%	35.4%	71.9%	65.3%	35.0%	41.9%
Lifecare	26.0%	40.0%	33.0%	82.0%	60.0%	33.0%	37.0%
Stillwater Medical Center OK	23.0%	47.0%	33.0%	86.0%	64.0%	27.0%	36.0%
Grady Memorial Hospital OK	23.0%	79.0%	39.0%	60.0%	84.0%	40.0%	61.0%
Jackson County Memorial Hospital	40.0%	66.0%	54.0%	80.0%	⊗	49.0%	43.0%
Jefferson County Hospital OK	42.0%	50.0%	36.0%	63.0%	⊗	27.0%	48.0%
Stillwater Medical Center OK	23.0%	47.0%	33.0%	86.0%	64.0%	27.0%	36.0%
McAlester Regional Health Center	28.0%	42.0%	36.0%	79.0%	48.0%	45.0%	34.0%
Comanche County Memorial Hospital	24.0%	33.0%	31.0%	62.0%	⊗	33.0%	38.0%
Duncan Regional Hospital	23.0%	32.0%	30.0%	85.0%	⊗	28.0%	39.0%
Great Plains Regional Medical Center	20.0%	⊗	24.0%	60.0%	⊗	31.0%	36.0%

Professional Services

Contractual Reimbursement / Charges By Payer State Oklahoma ?

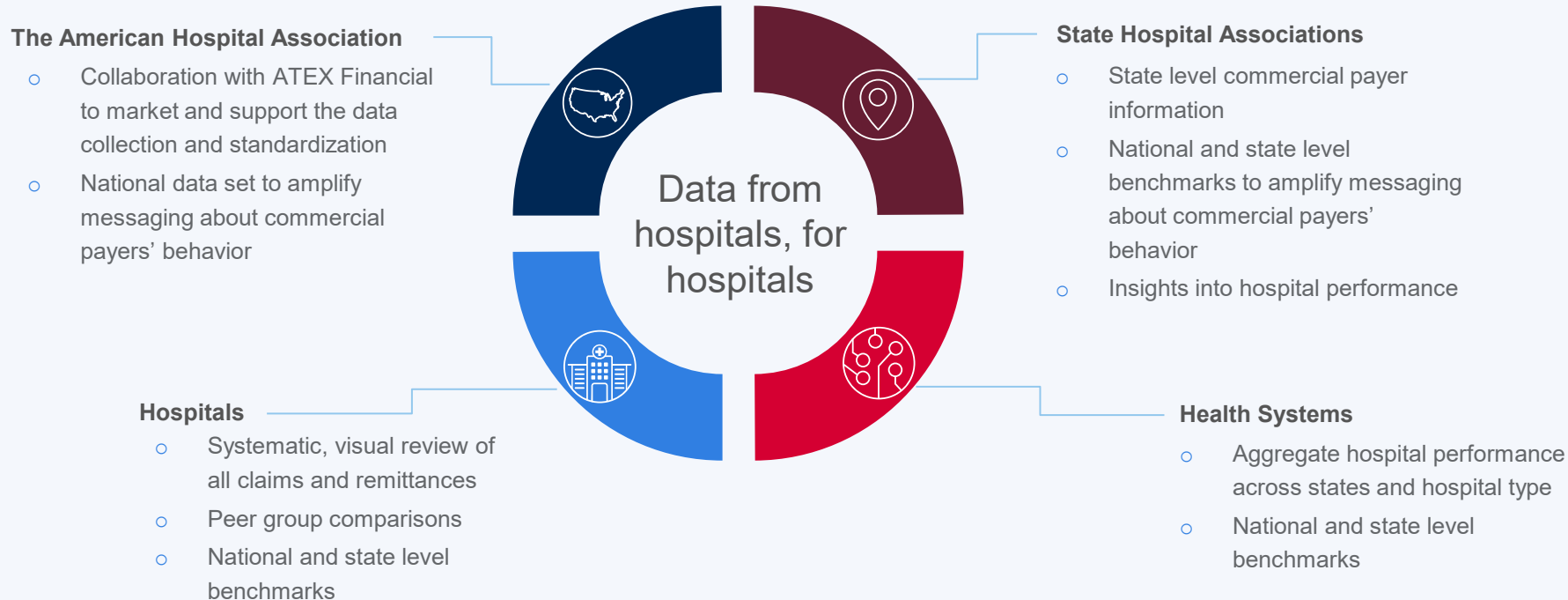
Dashboard / Lifecare / Stillwater Medical Center OK i


Show 10 entries

Search:

	Overall	Aetna	Blue Cross/Blue Shield	Cigna	Community Care	HealthChoice	United Healthcare
Oklahoma	47.0%	49.0%	49.0%	49.0%	50.0%	60.0%	44.0%
Peer Group Average	34.4%	41.8%	37.5%	45.5%	50.0%	49.8%	37.0%
Lifecare	47.0%	49.0%	49.0%	49.0%	50.0%	60.0%	44.0%
Stillwater Medical Center OK	45.0%	50.0%	45.0%	44.0%	50.0%	53.0%	42.0%
Duncan Regional Hospital	60.0%	53.0%	61.0%	69.0%	∅	74.0%	58.0%
Jackson County Memorial Hospital	45.0%	43.0%	50.0%	51.0%	∅	67.0%	43.0%
Stillwater Medical Center OK	45.0%	50.0%	45.0%	44.0%	50.0%	53.0%	42.0%
Jefferson County Hospital OK	29.0%	∅	25.0%	∅	∅	51.0%	∅
McAlester Regional Health Center	22.0%	∅	∅	∅	∅	∅	∅
Comanche County Memorial Hospital	21.0%	21.0%	27.0%	∅	∅	24.0%	24.0%
Great Plains Regional Medical Center	19.0%	∅	17.0%	18.0%	∅	30.0%	18.0%
Grady Memorial Hospital OK	∅	∅	∅	∅	∅	∅	∅

An ecosystem of data to support all AHA member constituencies





At this unprecedented time when hospitals are fighting daily to get the reimbursements they are due and lack the critical data they need to navigate these pressures

Let's come together to put aggregated, de-identified claims data in your hands for smarter decision making and help you remove bottlenecks once considered unsolvable



Advancing Health in America

Questions

Learn More:
ahadata.com/aha-vitality

