

# Encounter Data Improvement Program

Engaging Stakeholders and Developing Actionable Solutions  
to Overcome Medi-Cal Encounter Data Challenges

**Stakeholder Summit: Notes from the Field**

**August 29th, 2019**



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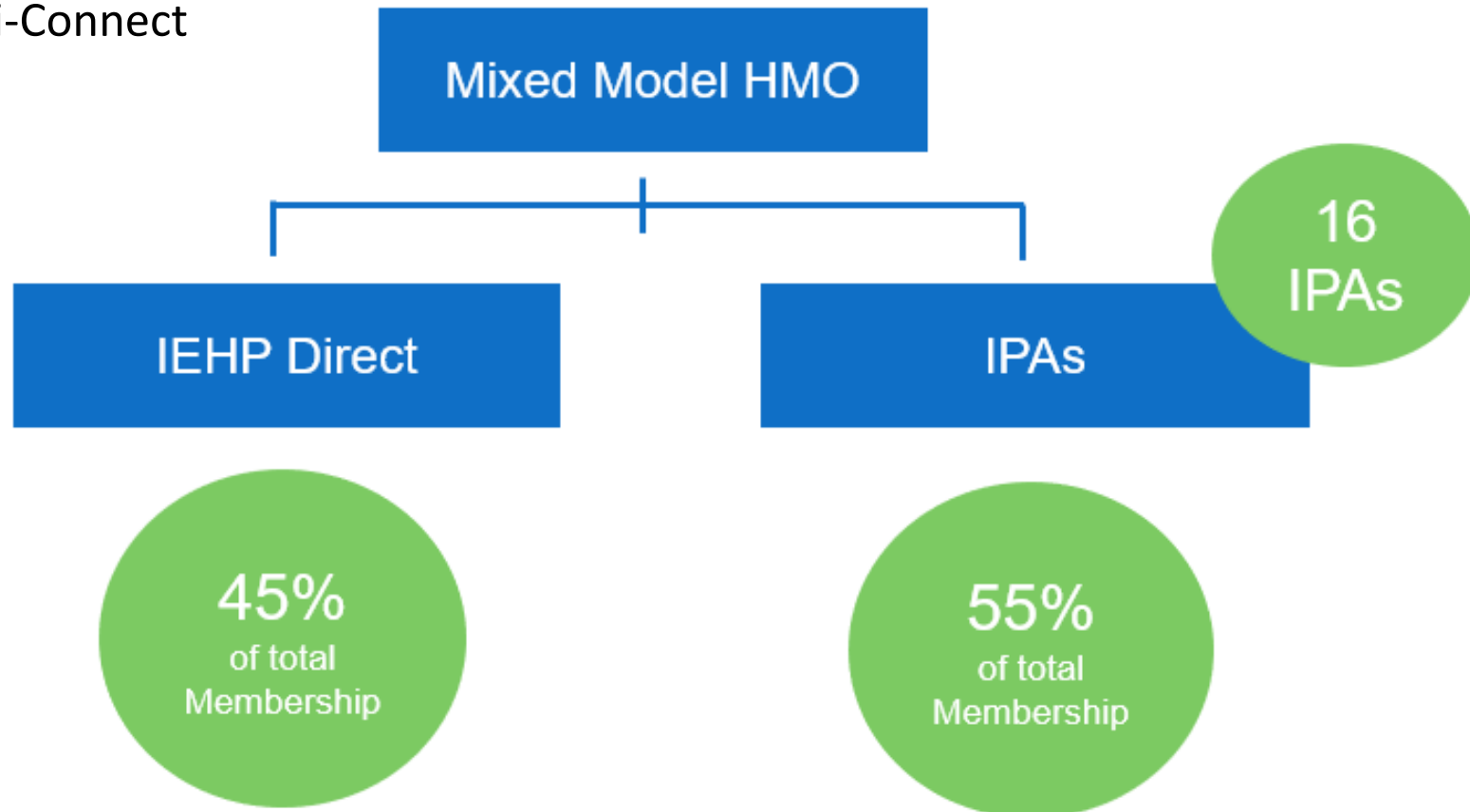
# **Inland Empire Health Plan**

## **Encounter Data Strategies**

**August 2019**

Genia Fick  
Executive Director, Quality & Informatics

- 1.2 Million Members
- San Bernardino & Riverside Counties
- Medi-Cal
- Cal Medi-Connect



# Challenges

## Provider

- EHR configuration
- Billing protocols
- Resources to monitor encounter data submissions
- Coding / billing to capture all services
- Retrospective billing is difficult

## Systems

- Limited transparency (every step)
- Complex path for data
- Detailed requirements within encounter data record can impact outcomes
- Misaligned requirements (inbound vs. outbound)
- Legacy processes
- Data lags limits feedback loop

## Programs

- Many new programs
- Programs may not align across Payors
- Short implementation windows
- Complex designs
- Delayed feedback

# Key Strategies

## Provider

- EMR-to-Billing-to-Plan System Data Analysis
- Coding Education
- Program Education
- Clearinghouse Support Specialists
- Data deep-dive analyses

## Systems

- Encounter Data System implementation
- Claims Processing: Improving Data Quality
- Clinical Data Integration to support reconciliation (pilot)

## Programs

- Pay for Performance
- Program Education
- Program Alignment
- Provider-Level Reporting

# Future Activities

## Provider

- EMR integration
- Reconciliation information / feedback loop

## Systems

- Reconciliation of all available data
- Actionable information
- Enhanced Transparency

## Programs

- Align incentive programs
- Simplify coding as much as possible

**Questions?**