Risk Adjustment 2025 FAQ

What are best practices for risk adjustment?

- Implement pre-visit planning and post-visit review to identify hierarchical condition category (HCC) gaps
- Schedule patients who do not have upcoming appointments
- Designate a provider champion who understands the value of HCC recapture
- Facilitate leadership buy-in and provider accountability
- Facilitate contract alignment and consider financial incentives for providers
- Track Best Practice Advisory (BPA) use (if available in your EMR) and provid feedback
- Offer HCC coder staff training and feedback to providers prior to billing

Can clinics amend notes and resubmit claims for recent visits to capture HCC diagnoses? If so, what is the process?

The Centers for Medicare and Medicaid Services (CMS) allows amendments to a chart note within a reasonable amount of time after the original date of service. The industry standard to amend a chart is 30 days after the visit date. Claims may be resubmitted to count additional HCCs after the original submission. Defer to your billing office to submit a corrected claim.

When a suggested HCC diagnosis is reviewed and is not applicable to the patient (either the condition resolved or the diagnosis was incorrect), what is the process for communicating this back to PacificSource to have that gap removed from the list?

Clinics can email this information to RiskAdjustmentAnalytics@PacificSource.com in one of the following ways:

A. Send the Member ID, HCC, or diagnosis code along with an explanation.
B. Send the HCC gap list Excel file back to us with the addition of a column that explains why the diagnosis is resolved or incorrect.

PacificSource's software seems to only allow a certain number of ICD codes, and ghost claims have to be submitted for additional diagnosis. Is there a way to change the number of codes your software accepts?

Your Electronic Medical Record (EMR) or your claims clearinghouse may be limiting the number of codes. Please contact PopulationHealth@PacificSource.com for more help.

Questions?

Contact the Population Health Team at:
PopulationHealth@PacificSource.com

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