

# Risk adjustment 2024

## FAQ

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### What are best practices for risk adjustment?

- Implementing pre-visit planning and post-visit review to identify hierarchical condition category (HCC) gaps
- Scheduling patients who do not have upcoming appointments
- Designating a provider champion who understands the value of HCC recapture
- Facilitating leadership buy-in and provider accountability
- Facilitating contract alignment and considering financial incentives for providers
- Tracking Best Practice Advisory (BPA) use (if available in your EMR) and providing feedback
- Offering 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](mailto: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 amount of codes. Please contact [PopulationHealth@PacificSource.com](mailto:PopulationHealth@PacificSource.com) for more help.

#### Questions?

Contact the Population Health Team at: [PopulationHealth@PacificSource.com](mailto:PopulationHealth@PacificSource.com)

[PacificSource.com](https://www.pacificsource.com)

