



## **Choice Medical Group Leverages Longitudinal Patient Records from Manifest MedEx to Succeed Under Full-Risk Value-based Care Model**

### **Background**

Founded more than 30 years ago, Choice Medical Group (CMG) is a primary care and multi-specialty medical group and independent practice association (IPA) serving the High Desert community in San Bernardino County. The group is comprised of more than 200 physicians, four inclusive facilities, and 12 local urgent care facilities. CMG's top three specialties are internal medicine, family practice, and pediatrics, but they also provide other specialties, such as obstetrics/gynecology, cardiology, and nephrology.

CMG operates on an employed model with practices they own as well as the IPA model. Primarily affiliated with St. Mary Medical Center, the group is also affiliated with Desert Valley Hospital, Victor Valley Global Medical Center, and other hospitals in Riverside and San Bernardino Counties. They are contracted with Health Net, Humana, United HealthCare, SCAN, and Blue Shield of California.

CMG is passionate about keeping patients healthy and improving the efficiency of the overall healthcare delivery system in the High Desert area. While CMG manages the instance of Allscripts for its owned and IPA practices, the group recognized the need for more clinical and claims data beyond its EHR to truly achieve its mission to "deliver superior medical services, ensuring health and quality of life, to the people within its communities." As a full-risk medical group, access to health information is critical to streamlining inpatient and outpatient case management, managing costs, reducing readmissions, and ensuring better outcomes.

## Solution

Manifest MedEx (MX) has clinical/claims data for 93 percent of the population in San Bernardino County and 95 percent of the population in Riverside County. CMG joined the MX nonprofit health data network in 2018 to integrate MX Access, longitudinal health records from MX's data network, into the workflows of their case management teams.

CMG physicians wanted to view discharge summaries and labs from network hospitals. Before joining MX, they followed a records request process to get that information, which can take a significant amount of time; however, with MX Access, physicians are able to view longitudinal records in real-time to ensure continuity of care from one care setting to the next. Providers are also able to reduce duplicate medical tests and procedures by reviewing medical histories, helping to avoid unnecessary costs.

In addition to saving time and getting a more complete picture of a patient's health, the IPA uses MX Access to enhance its case management processes and reporting for inpatient and outpatient individuals. Their team of case managers leverages MX Access to obtain important hospital records like discharge summaries, hospital notes, and medication lists to perform case management duties.

Choice Medical Group's quality team utilizes critical data found in MX Access, like procedures, tests, etc., as part of the chart review process to close care gaps — improving quality and RAF/HCC accuracy to support risk adjustment. In addition to participating in MX themselves, CMG has successfully facilitated participation from 90% of their physician network to the MX network, enabling the comprehensive exchange of clinical data within the IPA practices at the point of care.

As a risk-bearing IPA, Choice Medical Group is also in the process of incorporating additional tools such as MX Notify for real-time Admission, Discharge and Transfer alerts to better coordinate timely care for their patient population and exploring MX data reports so they can identify and proactively target highest-risk patients to prevent high-cost events like ED or inpatient utilization.

**For more information on how medical groups can view longitudinal patient records, aiding them in the quick review of discharge summaries and coordination of quality care to reduce potential readmissions, please visit us at [www.manifestmedex.org](http://www.manifestmedex.org) or contact us at [info@manifestmedex.org](mailto:info@manifestmedex.org).**

*"We understand the value of using MX data and are working towards incorporating it further into our internal systems. Manifest MedEx is helping us create seamless workflows and more transparency for providers and patients, helping us take actionable steps to help our patients maintain optimal health."*

-Justin Ashe, Director of Information Technology, Choice Medical Group