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Inter Valley Health Plan Uses Manifest MedEx To Access Longitudinal Patient Records and Streamline Concurrent Review

Background

As a non-profit Medicare Advantage organization, Inter Valley Health Plan (IVHP) has been serving members throughout the Los Angeles, San Bernardino, Riverside, and Orange counties since 1979. IVHP's mission is to provide exceptional health coverage by providing high-touch care to its member population, which includes health education and wellness programs for the community and dedicated teams of medical and administrative professionals that serve as the backbone of the health plan.

IVHP is committed to ensuring their members get timely, appropriate care and continually strives to provide the best member experience. One example is the Benefits & Eligibility (B&E) team, who wanted to streamline internal intake processes for hospital notifications to improve utilization review. One of the responsibilities of IVHP's B&E team is to validate daily census reports to confirm hospital notifications for the Case Management team, as well as identify any missing notifications that were not captured in their internal reports to streamline concurrent review and ensure the Case Management team can quickly coordinate the appropriate care.

Their workflow included requesting medical records by manually faxing and placing calls to facilities listed on their Inpatient Tracking Reports, but the response rate was slow and would often take up to one month to receive the complete medical records.

Solution

To access discharge notes in a timely manner, IVHP joined the Manifest MedEx (MX) health data network in 2021, and their B&E team was quickly onboarded and trained on how to use MX's extensive database of longitudinal records through MX Access.

The B&E's current workflow now consists of using MX Access as the initial source for medical records, extracting all notes related to the hospital notification identified on their daily inpatient census reports and providing the documentation to the Case Management team for concurrent review. In a two-month timeframe, the B&E team had an overall 81 percent success rate in finding and extracting inpatient medical records from the MX Access tool. The only unretrievable records were from non-participating hospitals and patients who have opted-out.

The clinical documentation MX provides, including often difficult to obtain discharge documentation, has saved the B&E team countless hours of manual requests and phone calls to confirm discharges and collect medical records.

Although the IVHP's B&E team continues to send manual requests for non-participating facilities, the efficiencies they've gained by using MX Access have significantly improved their overall workflow, enabling faster care coordination to the benefit of the members.

For more information on how health plans can access longitudinal patient records with Manifest MedEx tools to improve workflows, please visit us at www.manifestmedex.org or contact us at info@manifestmedex.org.

"Manifest MedEx has helped us improve our workflows in ways that we did not expect! We cut more than half the time needed to access patient records, resulting in a faster, more efficient way to tend to their needs."

-Kim Porter, Director of Risk Adjustment, Revenue, and Education, IVHP

