

◀ MAINTAIN ACCURATE
MEDICARE ADVANTAGE RISK
ADJUSTED PAYMENTS
DURING A PANDEMIC



KEEP PATIENTS CONNECTED AND
**GUARANTEE ACCURATE
REIMBURSEMENTS**

Implementing telehealth
solutions to optimize care, collect
encounter data, and assure
accurate risk adjusted payments

 **GrandPad**[®]
Simply Connected



“Medicare Advantage Plans have always faced challenges maintaining accurate risk adjustment factor (RAF) scores for their beneficiaries. The explosion of telehealth in the wake of the COVID-19 pandemic creates new opportunities to gather the encounter data needed to maintain accurate RAF scores, which can ultimately influence reimbursements.”

Nathan Vogt
Director of Strategic Accounts

KEY POINTS

- ▶ Seniors are avoiding or postponing care due to safety concerns and availability issues related to the COVID-19 pandemic.
- ▶ Missing encounter data results in inaccurate risk adjusted payments for Medicare Advantage plans.
- ▶ A lack of preventive care will also lead to a worsening of some conditions.
- ▶ Pent up demand will make it more difficult to collect clinical encounter data.
- ▶ Video visits with patients are acceptable for risk adjustment purposes.
- ▶ Many seniors and providers are not adequately prepared to conduct visits via video.


Takeaways for CARE PROVIDERS

- ▶ Video visits solve the problem of gathering encounter data required for accurate risk adjusted payments but require a technology that’s easy for providers and patients to use.
- ▶ GrandPad is a purpose-built tablet for seniors that does not require additional training.
- ▶ GrandPad’s built-in LTE connection is a perfect solution for the [49% of seniors](#) who do not have broadband access at home.
- ▶ Healthcare providers have used GrandPad to conduct more than 300,000 video visits since the coronavirus pandemic began.
- ▶ GrandPad follows a “90/90” design principle, so that a 90-year-old can be up and running on the device within 90 seconds of opening the box.
- ▶ Because it is easy and enjoyable to use, senior patients are more likely to use GrandPad to engage in telehealth services.

The COVID-19 pandemic has put significant stress on the healthcare system, and some of the most serious impacts for providers and payers will linger well into the foreseeable future. With virus concerns and logistical issues causing significant portions of the population to [delay](#) or [avoid](#) medical care, it has become difficult or impossible for providers to identify emerging conditions. Further, failure to see patients now will contribute to inaccuracies in Medicare Advantage risk adjustment payments in the future. By one estimate, reimbursements could fall by [7% or more](#) in 2021 compared to 2020.

The result is a triple-whammy for the healthcare system. Primary care practices are projected to lose more than [\\$65,000 in revenue](#) per full-time physician this year because of disruptions in care. Meanwhile, patients who delay care may return post-COVID with more serious conditions, making their care more expensive, even as providers receive risk adjustment reimbursements that have been reduced by as much as \$1,500 per patient per month.

COVID DRIVES CLAIMS DOWN

 40% of Americans are [delaying](#) healthcare.

 2020 claims dropped from 20% in March to 4% in April.

 In January, 28% of members had 10 or more diagnoses. In April, just 14% had 10 or more diagnoses.

Remote care offers a solution

The challenges of 2020 have created a situation that may make it impossible for providers to make up for this year's losses in 2021. Once regular care resumes, many providers will have to prioritize patients whose conditions have worsened because they delayed care. As a result, many patients will continue to have difficulty finding the care they need, extending the cycle of inaccurate risk adjustment payments. What's required, then, is a proactive solution that allows providers to replace missed in-person appointments this year.

Telehealth, which [prior to the pandemic](#) was a resource primarily for rural populations that lacked convenient access to primary care, is one solution. Since the Centers for Medicare and Medicaid Services (CMS) eased restrictions on telehealth services this year, providers have seen [50-to-175 times](#) the number of telehealth patients that they typically see. Overall, telehealth adoption has [grown](#) from 11% of U.S. consumers in 2019 to 46% this year.

Unfortunately, the seniors with the highest risk scores often have the hardest time accessing remote-care services. In order to qualify as an eligible service for risk adjustment purposes, telehealth visits must take place face-to-face via video. Unfortunately, 38% of adults over age 65 [have difficulties](#) with telemedicine visits.

This is particularly true for older, low-income men in remote rural areas, and especially for those with disabilities or poor health — exactly the population most in need of regular care. The challenge is even greater for older patients. Among individuals 85 and older, 72% lack the experience necessary to participate in video



38% of older adults age 65+ have difficulties with telemedicine visits.

visits. Even with outside support, 32% of older adults are not prepared for video visits and 20% could not manage even telephone visits due to dementia or difficulty communicating.

Video visits aren't always an easy solution on the provider side, either. The New England Journal of Medicine has found that while providers have made telephonic care a mainstay of their telehealth offerings, video-based care faces barriers to adoption including clinician training, explaining patient arrival procedures, using interpreter services, and delivering video equipment to clinicians' homes.

BARRIERS TO VIDEO-BASED CARE	
❌ PATIENTS	❌ PROVIDERS
Computer or Laptop	Clinician training
Experience with technology	Explaining arrival procedures
Physical barriers to technology use	Using interpreter services
Communication issues	Getting video equipment to clinicians' homes

In other words, while telehealth offers a potential bulwark against inaccurate risk adjustment payments, significant barriers remain to making such services mainstream. Ultimately, providers need tools that are easy for patients to use and simple for providers to implement.

GrandPad delivers: Video-based care made easy

To make video-based care practical, healthcare providers and patients need a technology platform that combines reliable connectivity, an easy-to-use video calling feature, connection to family and other caregivers, and administrative tools and data analytics. GrandPad, the purpose-built tablet for people 75 and older, has proven to be an effective solution for providers and patients alike. Because it has a stable, secure 4G LTE wireless connection, GrandPad works with or without access to WiFi, and its user interface was purpose-built for seniors, so it is easy to understand and operate.

Providers can be up and running on GrandPad within a matter of minutes, and patients require no training at all. To participate in a video visit, users simply answer the GrandPad when their provider calls. To facilitate engagement for patients with cognitive limitations, the provider can set the device to "auto answer," so that calls automatically ring through to the senior without requiring them to open or accept the call. That ease of use and high connection rate is critical to ensuring patient contacts go smoothly.

In addition, GrandPad Wellness Check adds a variety of connected devices—such as a body weight scale, blood pressure monitor, and pulse-ox and heart rate monitors, and configurable daily questionnaires and prompts — to deliver a more complete picture of a patient's well-being. The GrandPad also allows providers to inspect their patient's surroundings, more easily see a patient's medications, and in general maintain "eyes on patients" at all times.

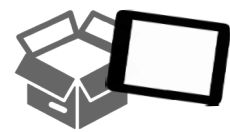


GrandPad Daily Connect integrates a variety of connected devices:

- ▶ Body Weight Scale
- ▶ Blood Pressure Monitor
- ▶ Pulse-Ox
- ▶ Heart Rate Monitors

In one case, a large provider that specializes in senior care implemented GrandPad as a tool for video visits after trying and rejecting a mass market tablet solution. Since implementation, this provider has used GrandPads to conduct well over 200,000 video visits in 2020. For some patients, that implementation meant visiting their clinic and having a GrandPad brought to their car. For others, employees who pre-pandemic provided patients with transportation to the clinic have been reassigned to deliver GrandPads to the patient's home. For patients who can't be reached with either of these methods, providers may consider a program that uses a custom delivery and retrieval system to send GrandPads to patients.

Adding GrandPad to their operation has allowed this provider to capture significant value that would otherwise have been lost, while leaving room for future program expansion.



THREE OPTIONS FOR VIDEO VISITS

1. Modified in person

Patients drive to their clinic and have a GrandPad delivered to their car

2. Concierge delivery

Providers hand deliver GrandPads to clients who are not able to visit the clinic, then collect them once the visit is over.

3. Custom delivery

Providers ship GrandPads to patients with instructions for returning the device when they are done.

GrandPad delivers for providers and patients

GrandPad is an ideal telehealth solution because it is designed to meet the needs and interests of seniors. Its loud speakers and bright, easy-to-view screen address usability challenges that prevent many seniors from engaging with technology. Further, GrandPad allows providers to be up and running conducting video visits with minimal training.

Increasing access to video-based healthcare can help providers maintain the encounter data they need for accurate Medicare Advantage reimbursement payments. GrandPad accomplishes this by:

- ▶ Providing hardware that addresses the most significant barriers to seniors adopting technology.
- ▶ Integrating a stable, secure LTE wireless connection that makes it easy for users to connect with providers and families.
- ▶ Streamlining the interface to make it easy for users to understand and operate.
- ▶ Integrating telehealth devices that can give providers a complete picture of patient well-being.
- ▶ Reducing the need for clinician training.

To learn how GrandPad can enhance your organization's telehealth offering and client engagement outcomes, visit www.GrandPad.biz today.