DATALINK
empowering better health

Achieving a 7:1 return on investment for a large network provider group

The challenge

With 300 provider practices, 800 clinicians, and 300,000 patients, the network provider needed a way to streamline HCC-related data capture.

The story

The provider group's existing health assessments didn't align to patient conditions in the detail needed, leading to incorrect HCC assignments and a lower HCC recapture rate compared to historical performance.

They also wanted to help providers optimize subjective, objective, assessment, and plan information, and provide a way to capture health reimbursement arrangement information during virtual visits.

> "Evoke360 SmartVisit helped a large network provider group accurately document medical conditions and overcome challenges related to HCC information and drive better clinical decision-making at the point of care.
>
> — **Josh Hetler, chief operating officer, DataLink**

Product Implemented

Evoke360
SmartVisit

The solution

DataLink implemented Evoke360 SmartVisit, which captures and manages patient data for health assessments.

With Evoke360 SmartVisit, the provider group increased their chances of recapturing HCCs, improving their ability to manage patients and ensure proper coding.

This helped them identify and proactively close gaps in care, revalidate HCC data not originally captured from the patient's medical record, and create transparency in managing utilization for practices.

The telehealth module also enabled providers to enhance the patient experience by eliminating barriers related to access to care. And because it can be used with or without an electronic health record, it eliminated documentation duplication.

The results

7:1 return on investment

80% HCC recapture rate

90% chronic HCC recapture rate

Learn more about Evoke360 SmartVisit at datalinksoftware.com.