

Reach for the Stars: Achieve Your Performance Goals with BluePeak



Tailoring a strategy to your Plan's unique situation

BluePeak will develop a comprehensive assessment of your current stars program and make specific recommendations to maximize performance in all domains of Medicare Stars and help you embed Quality into your Health Plan Operations to achieve your Stars goals.

BluePeak can help you to:

- Identify how Stars can support business development, increase market share, improve outcomes, and gain revenue through performance.
- Support the implementation of a Quality 360-strategy to impact all areas of the Health Plan, including revenue, operations, population health, analytics, sales, and marketing to support.
- Optimize your Member and Provider Network strategies to maximize member access and outcomes, and support Value Based strategies.
- Guide and enhance your analytics capabilities.
- Leverage our vast experience in Compliance, Clinical and Plan Operations, and Pharmacy to support strategies to achieve your performance targets for:
 - ★ **Consumer Assessment of Healthcare Providers and Systems (CAHPS),**
 - ★ **Healthcare Effectiveness Data and Information Set (HEDIS)**
 - ★ **Health Outcomes Survey (HOS)**

★ **Additional Highlights By Stars Domain**

CAHPS:

- Member journey to optimize experience
- Member on-boarding and retention strategies
- Benefit design
- Network and Provider adequacy
- Customer experience

HOS:

- Clinical strategies to improve HOS measures by leveraging HRAs, Provider experience, preventive, and wellness services

Operations:

- Focus on data accuracy
- Internal data validation
- Targeted interventions
- Member engagement strategies
- Provider Network strategies

Unlock Your Medicare Advantage Plan's Full Potential with BluePeak's Star Services

BluePeak knows how to optimize YOUR Medicare Star Ratings

BluePeak's targeted or focused Star Ratings Assessment is designed to identify and bridge performance gaps, excellence across all domains. Our holistic approach leverages interdependencies, eliminates duplication and creates synergies to maximize your plan's success.

Our Key Areas of Expertise



CAHPS Survey Strategy: Enhance your CAHPS survey outcomes with targeted strategies based on existing results and trended complaints. Our mock surveys and expert recommendations ensure impactful improvements.



Health Outcomes Survey (HOS): Develop effective strategies for HOS improvements with our expert assessments and mock survey assistance during CMS-approved timeframes.



HEDIS Measures: Identify gaps in care and boost performance in HEDIS related measure through detailed data analysis and strategic improvements. BluePeak can help with chart chasing and HEDIS chart abstraction and overreads.



Member Engagement Strategies: Drive member engagement and experience with best practice recommendations, including Medication Therapy Management (MTM) programs and Quality Initiatives.



Provider Engagement and Communication Strategies: Strengthen provider partnerships to enhance outcomes and member experiences with tailored communication strategies.



Process Mapping: Map the member journey to understand points of abrasion and barriers to quality care.



Star Ratings Gap Prioritization: Let BluePeak help with Stars math. Maximize your resources for the greatest improvements, with strategic planning and prioritization across all Part C and Part D measures.



Vendor RFP Support: Outsource effectively with our vendor-neutral recommendations and RFP support, ensuring compliance and efficiency.



Vendor Oversight: Strengthen vendor oversight programs to align with your Star-related goals and enhance performance.

Elevate Your Medicare Advantage Plan's Performance with BluePeak

Partner with BluePeak to transform your Star Ratings strategy and achieve unparalleled success. Our tailored solutions and expert guidance ensure your plan excels in every domain, delivering exceptional value and outcomes. **Contact us today to learn more about how BluePeak can help you reach new heights in Medicare Advantage performance.**