

# CMS Star Rating Program Optimization

## FULL SERVICE MANAGEMENT AND OPTIMIZATION OF STARS PROGRAMS

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### KEY CAPABILITIES

- Star rating projections
- HOS and CAHPS strategy
- Vendor management and integration
- Analytics and measurement

### STRATEGIES FOR NEW AND ESTABLISHED PLANS

HDD will work with you to create an effective cross-functional strategy for improving and maintaining performance across all measure types: clinical, operational and survey. We will address:

- Data collection time frames for problem measures
- Performance against CMS requirements and regulations
- Enhanced Stars-focused educational offerings to internal staff and external providers
- Plan changes that could impact member satisfaction
- Data assets assessment and validation
- CAHPS & HOS interpretation for actionable improvement plans

### ASSESS, BUILD, IMPROVE

In 60-90 days, HDD will perform a comprehensive review of the entire program's current state, evaluating organizational structures, historical performance, resources available, and workflows for program performance monitoring, measurement, and improvement. HDD will work with your organization to develop and implement an approach to Stars management that best fits your organization, including:

- Reporting requirements
- Quality improvement initiatives
- Vendor management
- Proactive strategic planning
- Staffing needs and organizational structure
- Company education and buy-in

