

# How to choose the right vendor for HHS-RADV IVA: The health plan checklist

## Understanding IVA vendor selection

When it comes to preparing for the HHS-RADV Initial Validation Audit (IVA), efficiency and data integrity are critical. Since 2016, ACA plans have had to submit risk adjustment data—data that is then compared to other plans in the state. High performers are eligible for higher proportions of payments, whereas low performers are at risk of financial penalties.

Given the critical importance of IVA compliance to ACA plan financial sustainability, health plans need to select the right certified IVA auditor to support them through the process. The right IVA vendor can streamline data management and audit processes, ensuring a high level of data integrity to make ACA plans competitive for enhanced funding.

Ultimately, an IVA vendor should provide the strategic partnership necessary to help health plans optimize financial performance and improve patient care. Based on survey responses, plans prioritize comprehensive service offerings and the technical capabilities of the vendors they choose. They're also looking for coding quality, efficiency of medical record retrieval, and the ability to develop customized reports and dashboards.

Is your organization searching for an HHS-RADV IVA vendor? Use this checklist to help you navigate key considerations and make the decision that will streamline the entire process for your organization.

### 1 Technical capabilities

- ☐ Verify data processing speed
- ☐ Check integration capabilities
- ☐ Assess AI and automation
- ☐ Evaluate medical record retrieval

### 2 Coding and accuracy

- ☐ Confirm 95% accuracy rate
- ☐ Verify coder credentials and training
- ☐ Check yearly coder retention
- ☐ Ensure compliance with IVA
- ☐ Validate inter-rater reliability

### 3 Reporting and transparency

- ☐ Check real-time reporting capabilities
- ☐ Confirm dashboard accessibility
- ☐ Verify reporting update frequencies
- ☐ Look for detailed analytics



### 4 Customer support

- ☐ Assess customer success
- ☐ Verify dedicated account management
- ☐ Check communication protocols
- ☐ Evaluate onboarding and training

### 5 Collaboration and communication

- ☐ Review collaborative processes
- ☐ Check communication channels
- ☐ Verify channel to discuss coding
- ☐ Assess platform interaction options



## Red flags

Avoid vendors with:

### Poor coding quality

This can lead to interruptions in service and even inaccuracies in reported data. Given the critical importance of data integrity to IVA compliance, IVA vendors must maintain high levels of coding quality at all times.

### Delayed medical record retrieval

High-quality IVA vendors should use sophisticated technology to significantly accelerate medical record retrieval. When the process lags, health plans may be putting the accuracy of their risk adjustment data at risk.

### Inadequate dashboards

Don't settle for an IVA vendor that does not offer advanced reporting and analytics capabilities. Highly visual, customizable dashboards can provide you with the insights needed to optimize performance.

### Limited customer service

IVA vendors should serve as a partner to you, working with you to strategically meet key health plan goals. Vendors that do not offer regular standing meetings, comprehensive communication, and continuous improvement may not be up to task.

### Lack of transparent processes

You should expect real-time access to retrieval processes, coding workflows, communication logs, and more. IVA vendors without transparent insights at your fingertips may not be prepared to help you achieve full compliance.



## Recommended vendor evaluation process

### ◆ Request comprehensive platform demos.

Make sure you get a detailed view of how the platform works including the day-to-day user experience and behind-the-scenes.

### ◆ Review case studies and references.

Ask a few of each vendor's clients about their experiences and check to see if any of the red flags listed above come up.

### ◆ Conduct thorough technical assessments.

Look for coding quality, depth of features, and the speed and efficacy of the vendor's software.

### ◆ Verify compliance with CMS protocols.

Ensure the vendor has deep expertise working on CMS compliance and can verify that the technology is regularly updated to meet changing regulatory requirements.

### ◆ Test reporting and communication capabilities.

Request that IVA vendors provide access to these capabilities so that you can ensure you'll have access to the data you need to optimize compliance and performance.





## Final thoughts

Choosing the right IVA vendor requires a holistic approach. Focus on vendors that offer transparent, advanced technology as well as proven track records in healthcare data management. Doing so can make the difference between enhanced financial performance and non-compliance.



Reveleer has been a certified IVA auditor since 2016. Our experienced team and transparent, AI-powered platform ensure a smooth and successful audit experience including:

- ◆ Care gap closure and patient outcomes improvement
- ◆ Pharmacy RXC claim validation
- ◆ Medical record retrieval
- ◆ Health status validations
- ◆ HCC-mappable diagnosis code review
- ◆ Provider signature attestations



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