

# How a Large Primary Care Group Captured 2.5x More HCC Opportunities with Persivia



## Overview

A large home-based primary care medical group serving over 115,000 patients partnered with Persivia to address persistent gaps in HCC code capture. Despite strong clinical documentation practices across its 250+ provider network, the organization was leaving significant coding opportunities unidentified, affecting both RAF scores and revenue accuracy.

By deploying Persivia CareSpace®, the organization was able to systematically surface missed HCC opportunities across claims and clinical data sources, reduce reliance on manual review processes, and achieve meaningful improvements in coding accuracy and RAF lift.

## Organization Snapshot

<b>Provider Network</b>	250+ active providers across 70+ facilities
<b>Platform Users</b>	400+ users on Persivia CareSpace®
<b>Patient Population</b>	115,000+ patients served

## The Challenge

HCC coding accuracy depends on two things working together: thorough clinical documentation and a reliable process for translating that documentation into the right ICD-10 codes. This organization had the first part covered. The second was the problem.

Physicians were documenting patient conditions consistently, but the process for capturing all applicable HCC codes was fragmented and manual. Coding reviews were in place, but inconsistencies persisted. The workflow required significant staffing to maintain, and human error was an inherent risk. As a result, HCC capture rates were lower than they should have been, and RAF scores did not fully reflect the clinical complexity of the patient population.

The organization needed a scalable, intelligent solution that could work across its multiple EMR environments and identify coding gaps before they became revenue and risk adjustment losses.

## The Solution: Persivia CareSpace®

Persivia introduced its AI-powered CareSpace® platform, designed specifically to identify HCC opportunities across both clinical and claims data. One of the key advantages was Persivia's ability to connect seamlessly to multiple EMR systems, including McKesson, Epic, Cerner, Meditech, Athenahealth, and eClinicalWorks, enabling comprehensive data extraction and the creation of longitudinal patient records.

### CareSpace® surfaced HCC opportunities through four distinct methods:

- **Claims Year-over-Year (YoY) Opportunity:** Identifying diagnosis codes that were captured in prior claims data but dropped in the current year.
- **Clinical YoY Opportunity:** Pulling previously documented diagnoses from the patient's electronic health record that had not been carried forward.
- **Clinical Inference (CI):** Using AI to identify diagnoses supported by lab values and medication data, even when not explicitly coded.
- **Natural Language Processing (NLP):** Scanning structured and unstructured medical records to surface clinically relevant information that would otherwise go unnoticed.

CareSpace® mapped all identified ICD-10-CM codes to their corresponding HCCs from both clinical and claims sources. To ensure accuracy, the platform applied intelligent trumping logic to eliminate duplicate codes captured through the charge file, producing a clean, reconciled view of each patient's HCC profile.

## The Results

The impact was significant. After deploying Persivia CareSpace®, the organization saw a 120% improvement in HCC capture rates. On average, providers identified more than 2.5x the number of HCC opportunities per patient, and the estimated average RAF lift exceeded 0.8, a meaningful gain for an organization of this scale.

Beyond the numbers, the solution changed how the clinical and coding teams worked together. Physicians had access to specific, AI-generated coding recommendations tied directly to their patients' data, reducing guesswork and review time. The manual burden on coding staff decreased, and the overall process became more consistent and repeatable across the network.

## About Persivia

Persivia is a healthcare technology company specializing in AI-powered solutions for value-based care organizations. Its flagship platform, CareSpace®, helps ACOs, medical groups, and health systems manage population health, improve clinical and financial performance, and meet the demands of value-based care programs. Persivia combines deep healthcare domain expertise with purpose-built AI to help organizations make better use of their clinical and claims data.