

How HarmonyCares Cut Assessment Time Up to 50 Minutes and Achieved a 100% HCC Pass Rate

Find out how HarmonyCares Medical Group partnered with Persivia to streamline health risk assessments, boost HCC coding accuracy, and free up providers to focus on patients rather than paperwork.



Background and Context

Home-based
primary care

35,000+
patients

Covers 11
states

As its own Accountable Care Organization (ACO), the organization relies on health risk assessments (HRAs) conducted by its physicians, nurse practitioners, and physician assistants to drive risk adjustment accuracy and close care gaps. These assessments give HarmonyCares a detailed view of each patient's health status, informing the personalized outreach and care coordination needed to connect patients with the right providers and improve outcomes across its entire population.

Current Challenges

Assessments built into the pre-existing EHR workflow proved to be a disaster for providers and led to:

25 statically built tabs

Required duplicated
data to be entered into
every encounter

Demographic and other
clinical data had to be re-
entered on different tabs

Additionally, the questions for the assessments were static, with no options for follow-up questions based on the answers to the original question. For example, if a patient said yes to whether they had diabetes, there was no smart way to follow up on the question to get the specifics of the patient's condition, close care gaps, and more accurately code for better risk adjustment scoring. This also meant that providers were doing assessments just to get through them instead of doing them on behalf of the patient.

During the COVID-19 pandemic, HarmonyCares shifted toward telehealth-based assessments documented in the EMR.

This created an impossible tradeoff: providers had to choose between capturing assessment data accurately or focusing on the virtual care visit. They could not effectively do both.

AI-Driven Tools Close Care Gaps and Increase Efficiency

After going live with Persivia, each provider in the HarmonyCares Medical Group network was provided with an iPad for both in-person and virtual encounters. Unlike other EMR workflows, Persivia CareSpace® managed to pre-populate patient demographic information while detecting the ways in which gaps in care could be closed. This was possible via AI-driven intuitive clinical decision support that highlighted gaps needing follow-up questions. Instead of static questions, EMR systems upgraded with Persivia CareSpace® now generate specific follow-up questions that allow the provider to be more efficient when going through the patient assessment.



"Health risk assessments are a big part of risk adjustment. But this introduces a lot of complexity, because we're looking both at workflows as well as the data. You're trying to create workflows and paths that free up the person doing the assessment to focus on the patient rather than trying to go through 25 pages of questions, which may be static and are not giving them any guidance. So, the ability to guide the provider along the way is key in health risk assessments."

Dr. Mansoor Khan, CEO, Persivia



Results

Through partnering with Persivia, HarmonyCares Medical Group saw a significant increase in coding accuracy as well as HCC scores. Additionally, they were able to close HEDIS-based care gaps, which meant greater patient experience. This was made possible thanks to the providers' newfound ability to complete virtual care visits while completing assessments, all on the same screen via CareSpace® EHR companion CareTrak®. Instead of having to choose a written assessment or completing the telehealth visit, providers could now do both. This showed up in the numbers:

85% → 100%
HCC Pass Rate

30–50
Min of Admin Work
Eliminated Per Assessment

100,000s
Assessments at Scale

HEDIS-based care gaps were closed, improving patient experience across the population

Platform scalability enables hundreds of thousands of assessments across hundreds of providers daily



"This improved the coding accuracy and HCC scores. It helped close the HEDIS-based care gaps and just improved the patient experience."

Stephen Thompson, CIO, HarmonyCares Medical Group



For home-based care organizations managing large patient populations, every minute of provider's time matters. By consolidating telehealth visits and assessments into a single, intelligent workflow, Persivia CareSpace® helped HarmonyCares Medical Group move from fragmented, time-intensive processes to a streamlined approach that improved both coding accuracy and patient experience. The result was not just operational efficiency, but better care delivered at scale.

Are you looking to improve your HCC scoring while closing care gaps?

Contact us to schedule a demo with our CareSpace® platform today!

www.persivia.com