Heisenberg II          Case Study

A leading Health System providing care to over 140 locations in two states. They deliver care in five hospitals with a medical group comprised of more than 900 providers.

Requirements

This group was looking to standardize and automate their compensation calculation and adjudication process.

They needed a system where they could load the necessary details to generate compensation outside of excel. Benchmarking and benchmark data must be available to relevant areas in a system that could parse blended information by group and specialty. The system then had to be able to trigger an alert when a fair market value review was required based on their specific threshold. Additionally, their wRVU’s were tiered by group and therefore had to be maintained and calculated accordingly. Along with the system being able to produce and store letters of intent, contracts and addendums.

Challenges

Like many groups in today’s market, the group was experiencing a lack of transparency in their home-grown solution. They were leaning heavily on excel spreadsheets, good staff and various systems to manage a disconnected process. They needed to find a solution that allowed all relevant parties to view, understand and take action on specific Physician Compensation elements. It was essential that a single source solution be able to communicate with payroll and their practice management system. Driven by wRVU’s, the group had to manage variances within arrangements, as well as by market and specialty. In addition, provider contract periods were not consistent and managing annual incentive payments meant having to manually calculate each provider final score sheet.

Action

Established Heisenberg II as its single source system of truth for management, evaluation, administration, calculation and adjudication of their compensation plans and arrangements. Leveraged the Artificially Intelligent algorithm existent in the system to automate their logic and build rules into the automated process for decision making. They created triggers and alerts to notify when things changed based on contract the contractual obligation. They alerted the appropriate contacts to begin an external review for Fair Market Value. Finally, we configured the solution to produce their letter of intent (LOI) and send to providers while storing a master copy in the solution.

www.heisenbergii.com