

# Leading I-SNP, , Expedites Pathway to Adequacy in Expansion Markets

## CLIENT

American Health Plans, one of the leading National Institutional Special Needs Plans (I-SNPs)

## PROBLEM

The time-consuming resource intensive process to achieving adequacy threatened the ability to expand.

## SOLUTION

J2 Health's **Adequacy Solution** streamlined the process to adequacy

## The Challenge: Googling & Guessing to Close Expansion Gaps

VP of Network Strategy and his team at American Health had been tasked with no easy feat. Trying to maintain network adequacy in 10 states, they were also pursuing opportunities to expand their plan's geographic footprint. As a leader in a fast growing, competitive I-SNP market, Senior Leadership asked the network team to be agile, with the ability to quickly respond to new market opportunities. Without an easy to use system that showed them what their adequacy was and how to address gaps, they were hamstrung in achieving their goals in the timelines required.



Historically, the network team relied on manual processes to assess new market opportunities. However, these resource-intensive processes limited them from expanding at the speed and scale to which they aspired. While they had aggressive expansion goals, their manual network construction process was a significant barrier to executing on this goal.

Their existing workflow and adequacy tool had hampered team efficiency. Evaluating new opportunities was difficult as they lacked reliable data on the relationships between providers and health system systems. To make it more complicated, the team's Provider Analytics Lead was one of two authorized users of their network adequacy software and in a busy season, could spend **80% of his time running one-off adequacy reports**. Despite all of his hard work, he remained the bottleneck in understanding adequacy. While waiting for feedback from the latest adequacy report, the rest of the team would Google providers or contract providers from frequently inaccurate CMS Supply File, hoping they would close adequacy gaps. All of this manual effort made hitting the targets on time and coordinating across the team a challenge.

"Everything we did was time consuming. It would take us half a day to identify potential facilities and providers to contact and weeks."

**Provider Network Manager**

"We had no way to visualize where gaps were relative to providers or prioritize providers could potentially fill our adequacy gaps."

**Senior Provider Network Manager**

Interested in learning more? Email us at [Contact@J2health.com](mailto:Contact@J2health.com) or call us at (929)-464-7976.

*J2 Health is a cloud-based software solution that enables health organizations to build their best provider networks with focus and speed. Centralizing key insights into one solution, J2 allows organizations to accomplish in seconds what previously took weeks.*

American Health Plan's is not alone in this problem. In his experience building provider networks, J2 Health's CEO, Josh Poretz, relates strongly to American Health Plans' process. "We were **flying blind trying to guess the right providers that would close our gaps** so we could meet our regulatory timelines. While we were working hard, without a reliable tool, we struggled to make meaningful progress during in a time crunch." Poretz explains. "And that's nothing compared to **the costs we incurred by bringing in providers that may have increased adequacy but were poor performers.**"

## The Solution: J2's Adequacy Achievement Solution

With the use of J2's **Adequacy Achievement Module**, American Health Plans was able to streamline their outreach and contracting process. The whole network team was able to easily evaluate their adequacy and the providers who close gaps and stay in sync across the company.

"This system is the best source of truth. Once I find a provider that closes my gap and the map turns green, I know that I'm good to go."

**Provider Network Manager**

### **Accessing Adequacy**

No longer was Provider Analytics Lead the bottleneck. Onboarding all members to the Network Adequacy Module, J2 Health was able to give everyone the ability to run their own adequacy reports. But to even further contrast the previous workstream, **results took seconds, not hours**. Eliminating the one-off report-Googleing resource drain, the team now had the capacity to refocus their time on contracting and not manual research.

### **Closing Specialty Gaps**

J2 assigns incremental adequacy scoring to each provider. That means that American Health Plans users are able to understand how much each provider will **improve their adequacy scores** and prioritize accordingly. As each user uses J2's Network simulation feature, this incremental adequacy scoring updates dynamically. Gone are the day guessing and hoping!

### **Exploring Expansion Possibilities**

With J2 Health, American Health Plans was able to explore expansion counties quickly and efficiently. J2 Health "What-If" simulation features came especially in handy here. American Health Plan are able to **model the impact of addition or subtraction of different provider groups** to inform their expansion decisions and submissions.

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