

# AHA Vitality Index™

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Comparative financial and operational data  
straight from hospitals for better decision making

in collaboration with



# Commercial Payer Practices

are receiving more prominent coverage in the media

The logo for the Healthcare Financial Management Association (HFMA) features the lowercase letters "hfma" in white on a blue rectangular background.

Healthcare Financial Management Association

**OIG calls out issues with denials of payment and services in Medicare Advantage**

BECKER'S

**PAYER ISSUES**

**19 Tenet hospitals sue Cigna over alleged low reimbursement rates, denied claims**



**State slaps Anthem Blue Cross Blue Shield with \$5M in fines**

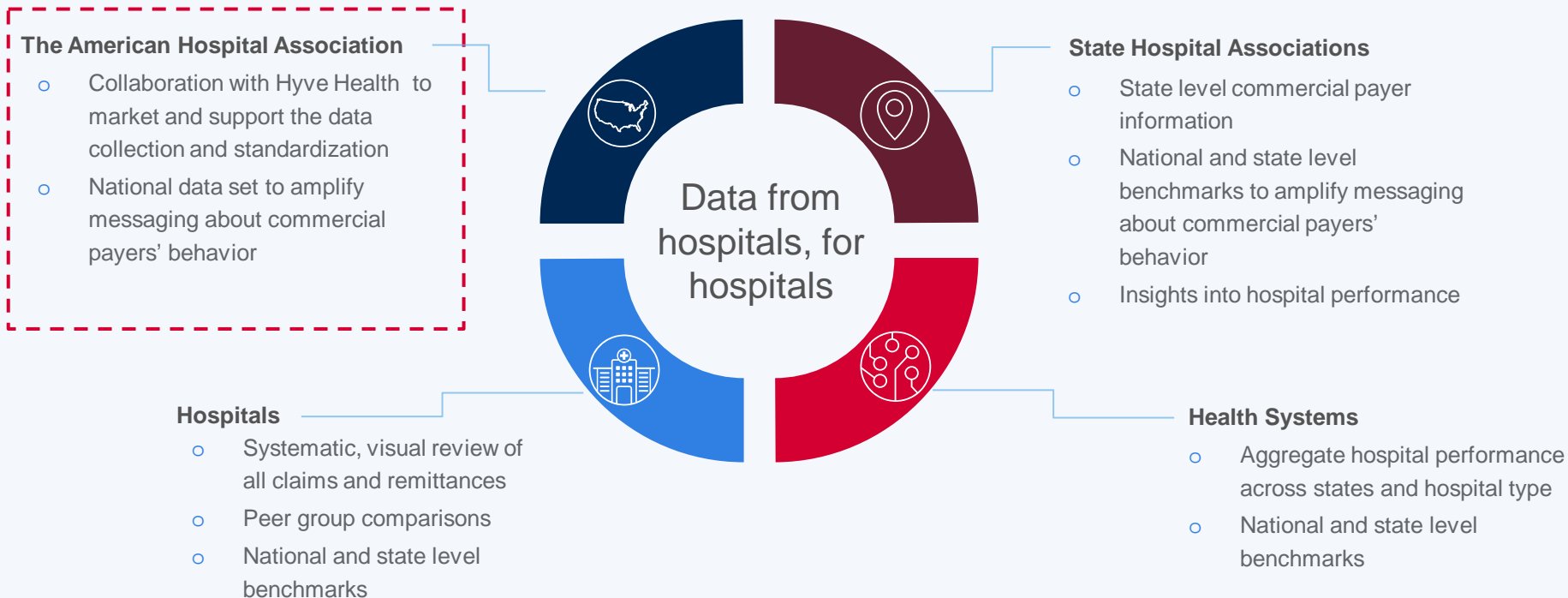
BECKER'S

**ASC REVIEW**

**Insurer under fire for millions in unpaid claims**

Recognition of the negative impact of these practices is mounting

## An ecosystem of data to support all AHA member constituencies



**Validity Index will  
supply us with  
powerful, quantitative  
evidence to support  
our work against these  
anticompetitive  
practices**

## **Holding commercial insurers accountable: Priority issues to address**

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1. Health plan utilization management and other business practices leading to:
  - Delayed or denied patient access to medically appropriate care
  - Clinician burn out
  - Excessive administrative cost and burden in the health care system
2. Lopsided access to financial resources and data that enables commercial health plans to reshape the health care landscape through vertical integration at the expense of patient care.

## An ecosystem of data to support all AHA member constituencies

### The American Hospital Association

- Collaboration with Hyve Health to market and support the data collection and standardization
- National data set to amplify messaging about commercial payers' behavior

### Hospitals

- Systematic, visual review of all claims and remittances
- Peer group comparisons
- National and state level benchmarks



### State Hospital Associations

- State level commercial payer information
- National and state level benchmarks to amplify messaging about commercial payers' behavior
- Insights into hospital performance

### Health Systems

- Aggregate hospital performance across states and hospital type
- National and state level benchmarks

## American Hospital Association + Allied Hospital Associations

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- The AHA is strategically partnering with allied hospital associations to create a national database of de-identified claims data from hospitals across the country
- Allied associations and their member hospitals can gain access to benchmarks, insights, and patterns not available anywhere else in the industry

## An ecosystem of data to support all AHA member constituencies

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### Hospitals

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### Health Systems

- Aggregate hospital performance across states and hospital type
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## Hospitals & Health Systems

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- Using benchmark comparisons, accounts receivable and prompt payment information by payer can help health systems assess the root causes of claims payment delays
- Comparing denials details across payers, payer types, and lines of business can help health systems evaluate billing and medical record documentation issues. It can also highlight egregious payer denial practices





**What if we could  
see the whole picture**

**to address commercial payer  
issues and help your organization  
better navigate this environment?**



**The solution is the  
creation of a national,  
de-identified,  
normalized database of  
hospital claims and  
remittances**

## **Hospitals lack critical data to help address the challenges caused by commercial payer issues**

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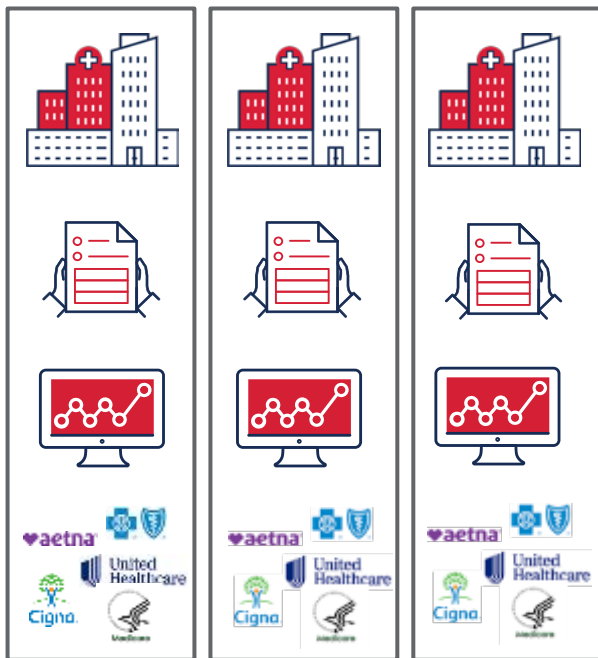
There are no unbiased industry standards or measurements that can help hospitals analyze the operational and financial efficiency of their hospital compared to the rest of the field

**Until now...**

# True transparency

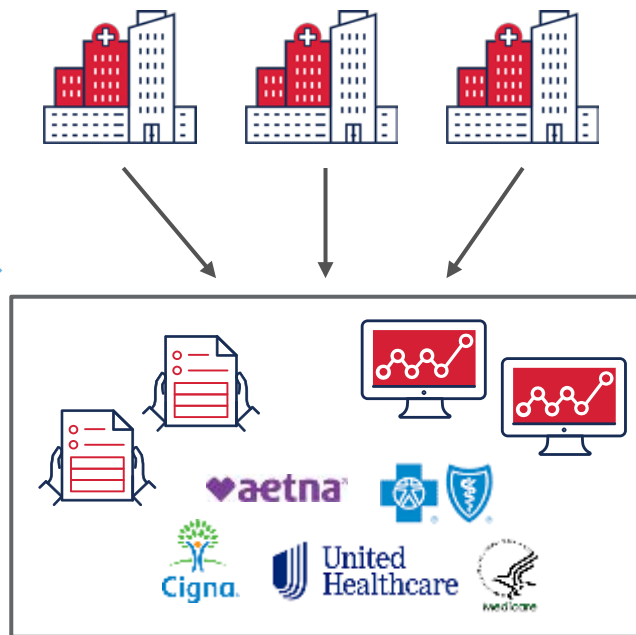
## Backed by data directly from hospitals, for hospitals

Hospitals are currently operating in their own data silos



It's time for hospitals to use their data wisely to see the whole picture

AHA Vitality Index is backed by aggregated, de-identified claims data



## Answer questions that were once unanswerable

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- What hospitals have claim processing challenges and which are efficient?
- What payers have prompt payment timing issues?
- What hospitals have denial issues where others do not?
- What payers have denial issues across specific states (national and state payers)?
- How much are managed care reimbursements across states and from what providers (percentiles not dollars)?

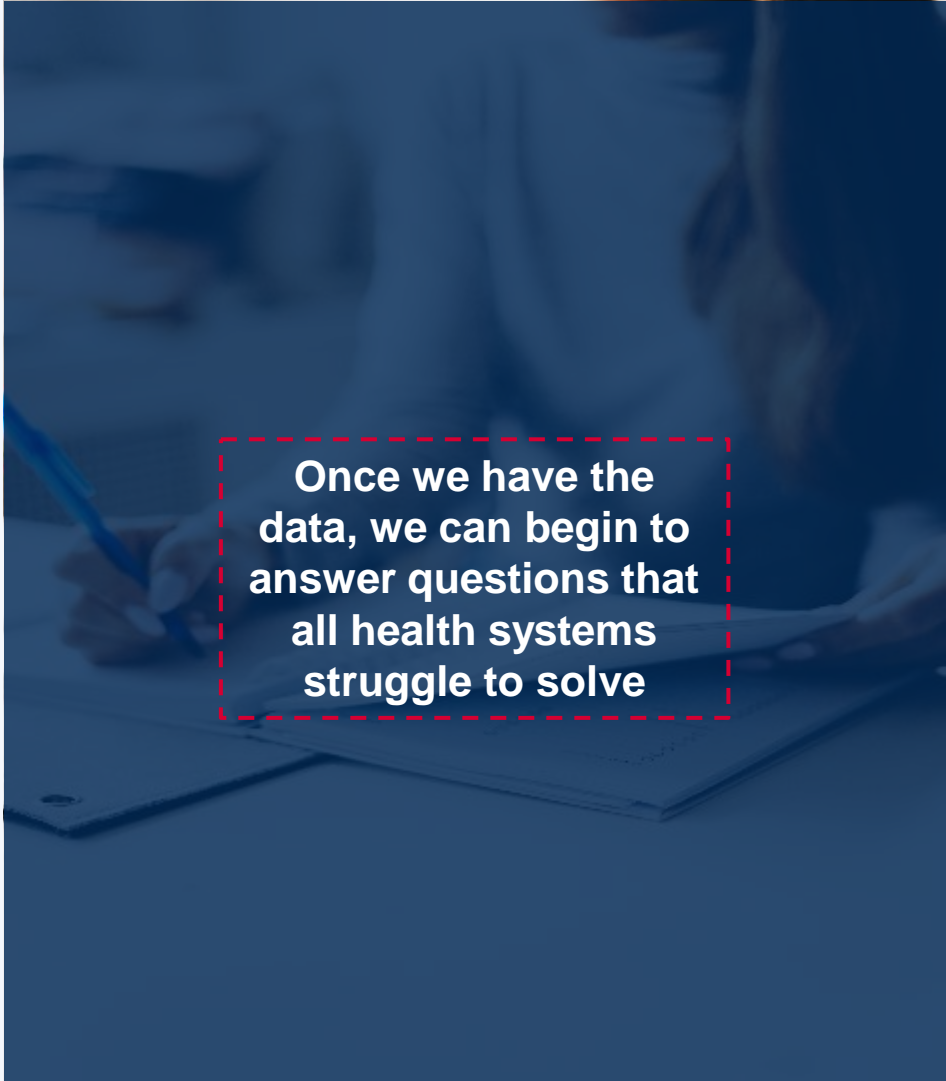
### **This helps hospitals**

- ✓ Better assist in payer performance by understanding who is thriving and who needs help
- ✓ Understand which payers are good or bad actors to aid in any policy/advocacy issues

## Solve issues that were once unsolvable

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- “Prompt Pay” legislation and accountability
- No Surprise Billing Act and the Qualified Payment Amount (QPA)
- For years, hospitals, health systems and state associations have been trying to collaborate with each other, but lacked a unified data strategy



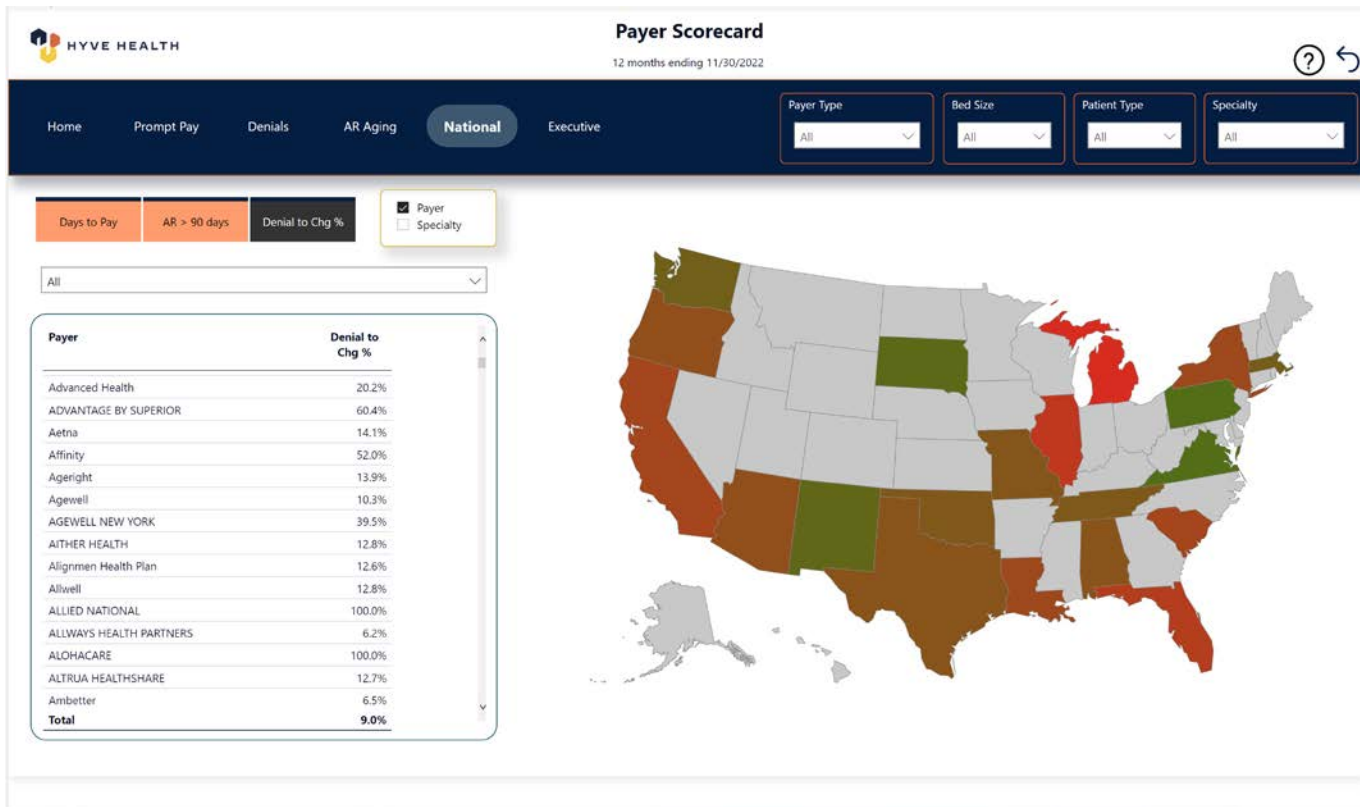
**Once we have the  
data, we can begin to  
answer questions that  
all health systems  
struggle to solve**



**Let's take a deeper look at  
the solution**

# National Payer Scorecard

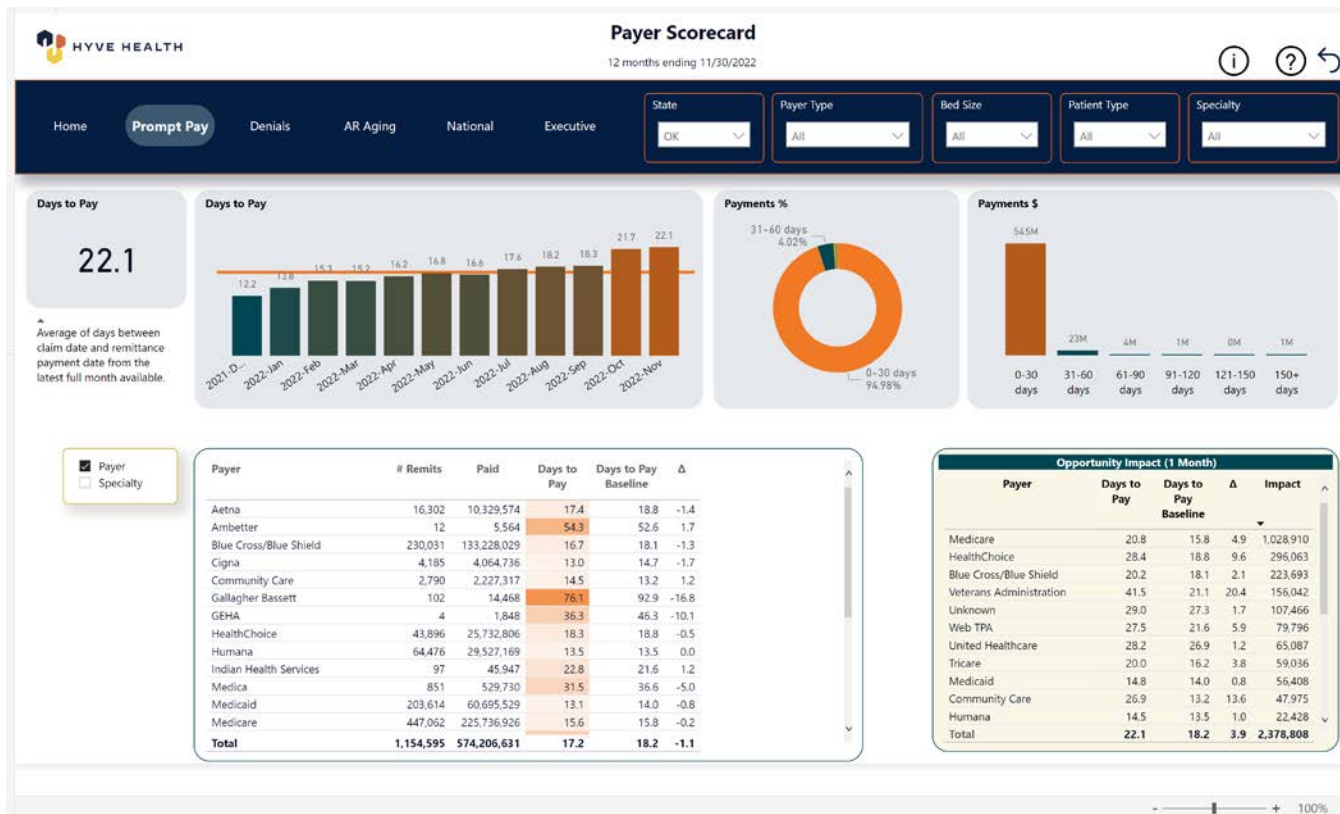
## State by State





# National Payer Scorecard

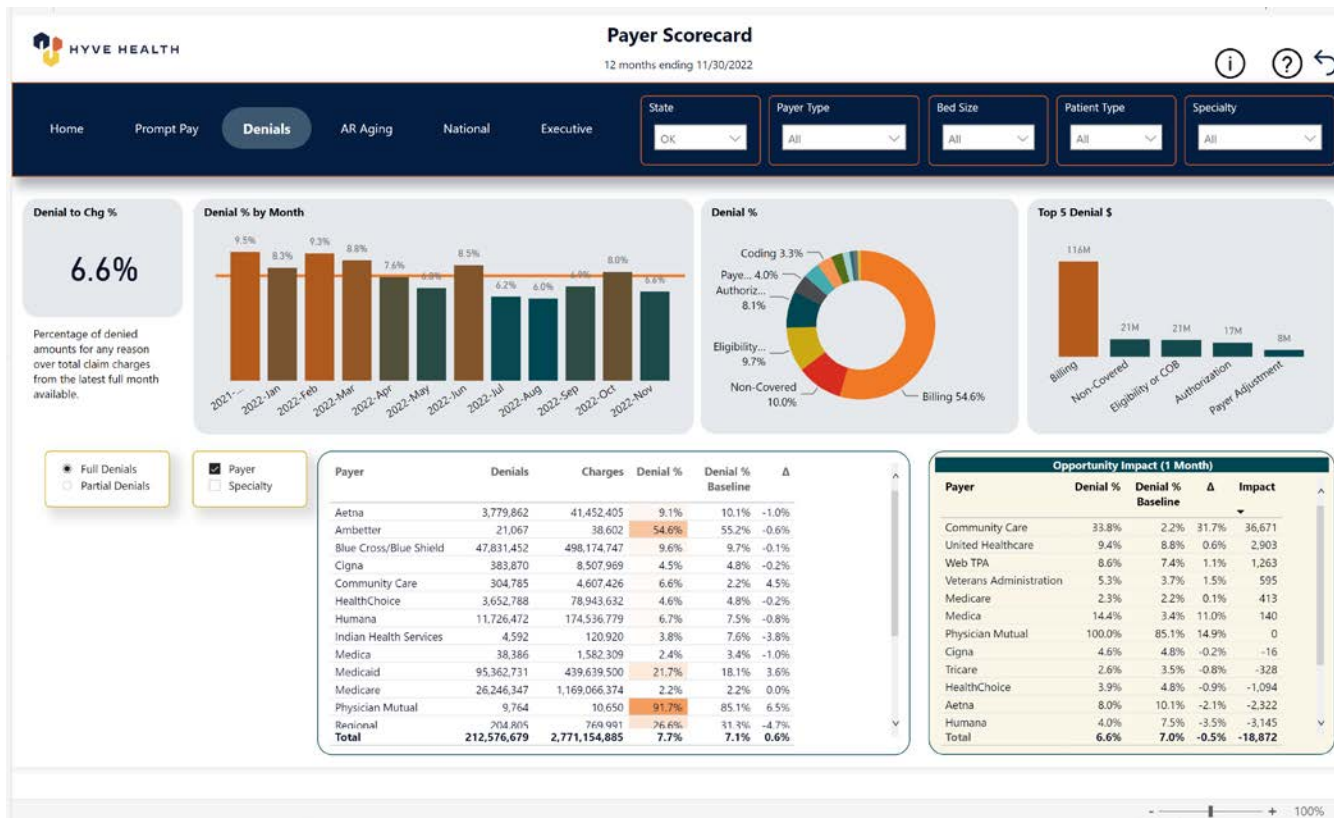
## Prompt Pay





# National Payer Scorecard

## Denials



## Operational metrics, focused on revenue flow

### Divided into four quadrants

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#### Velocity

measures the speed related to claims, remits and cash



#### Visibility

reviews aging AR and denials by payer



#### Volatility

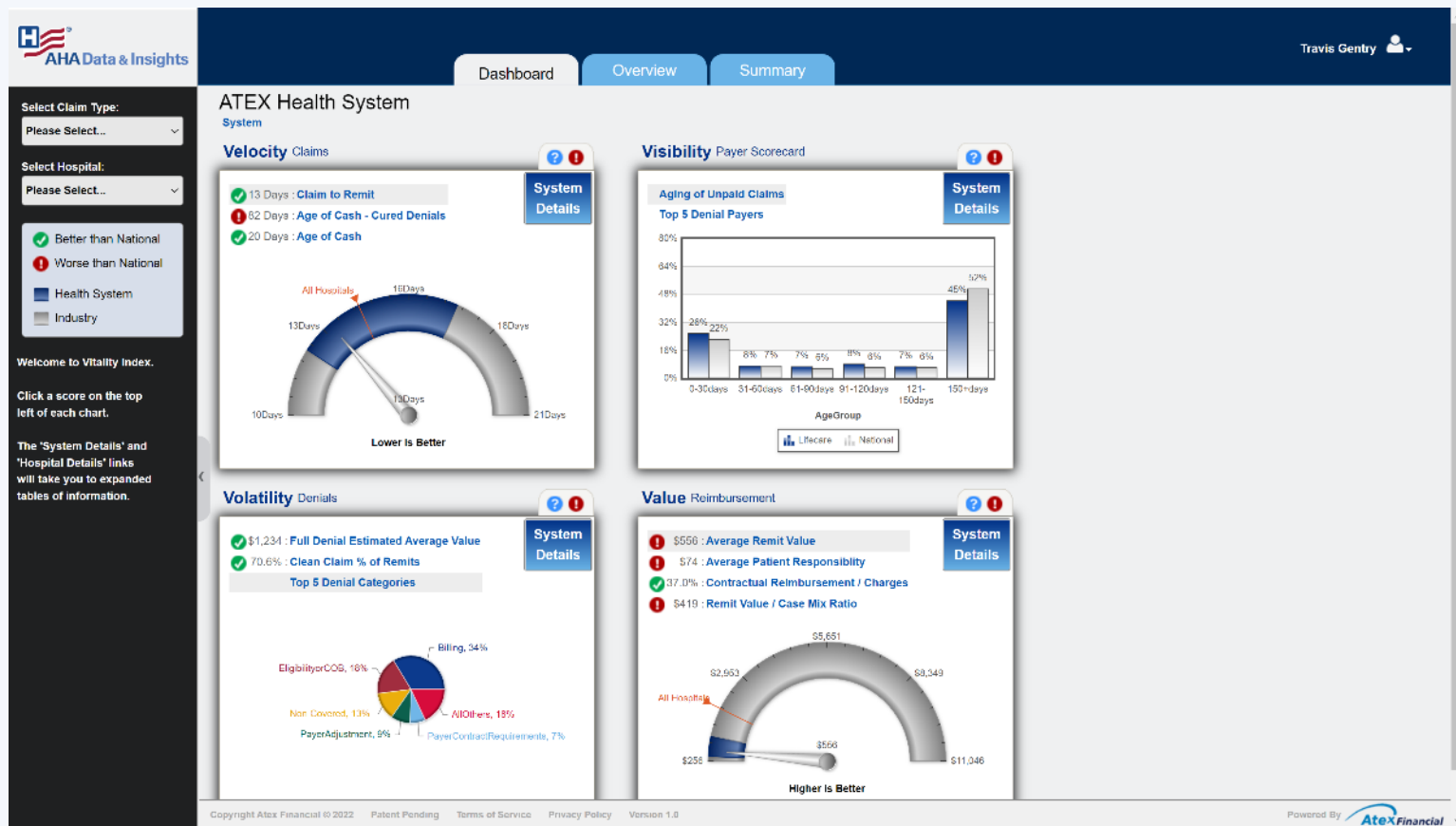
looks at the risk that could impact the speed and amount of cash



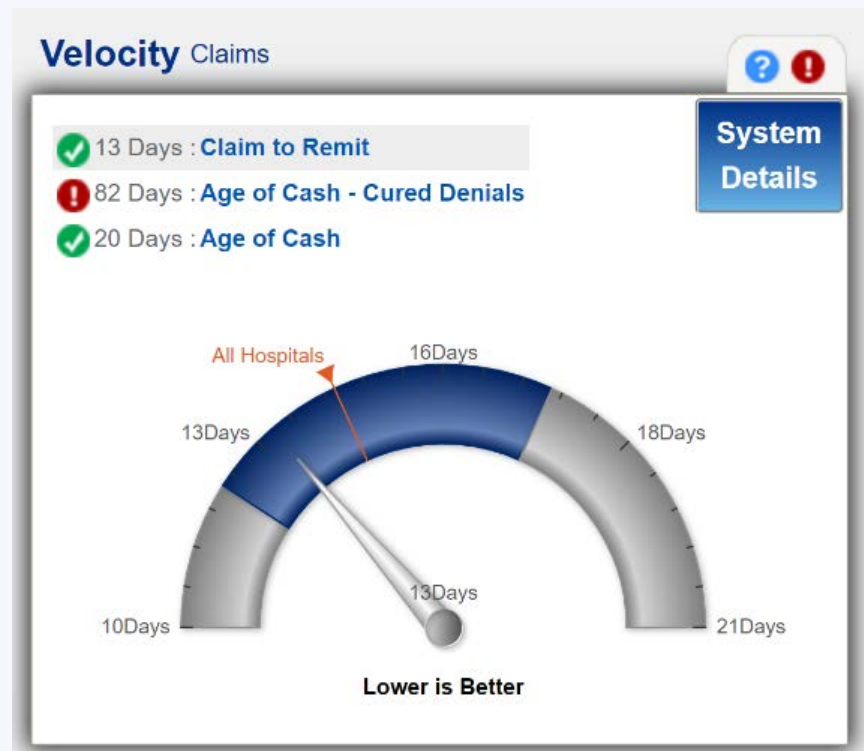
#### Value

evaluates the amount collected by payer, patient type, specialty and denials

# Get a complete picture of what's happening



# Velocity



# Visibility

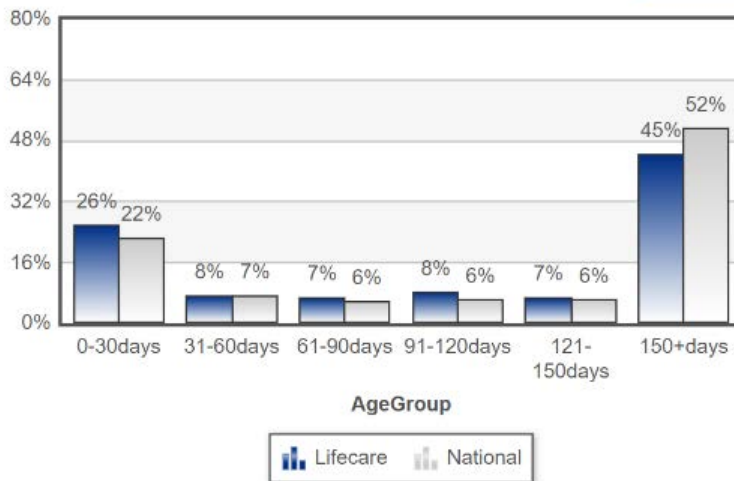
## Visibility Payer Scorecard



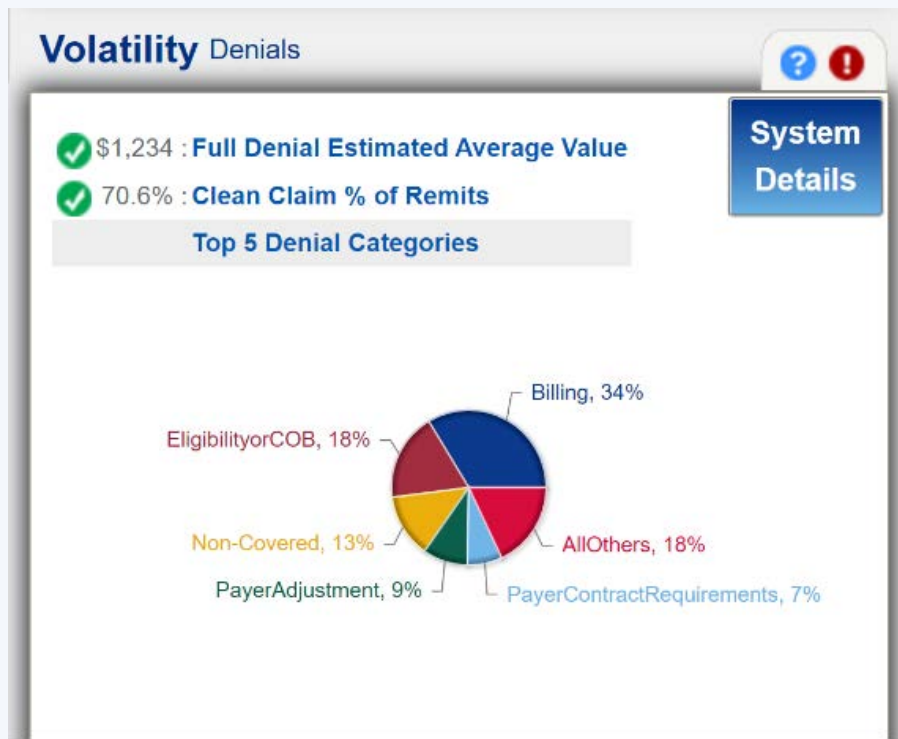
### Aging of Unpaid Claims

#### Top 5 Denial Payers

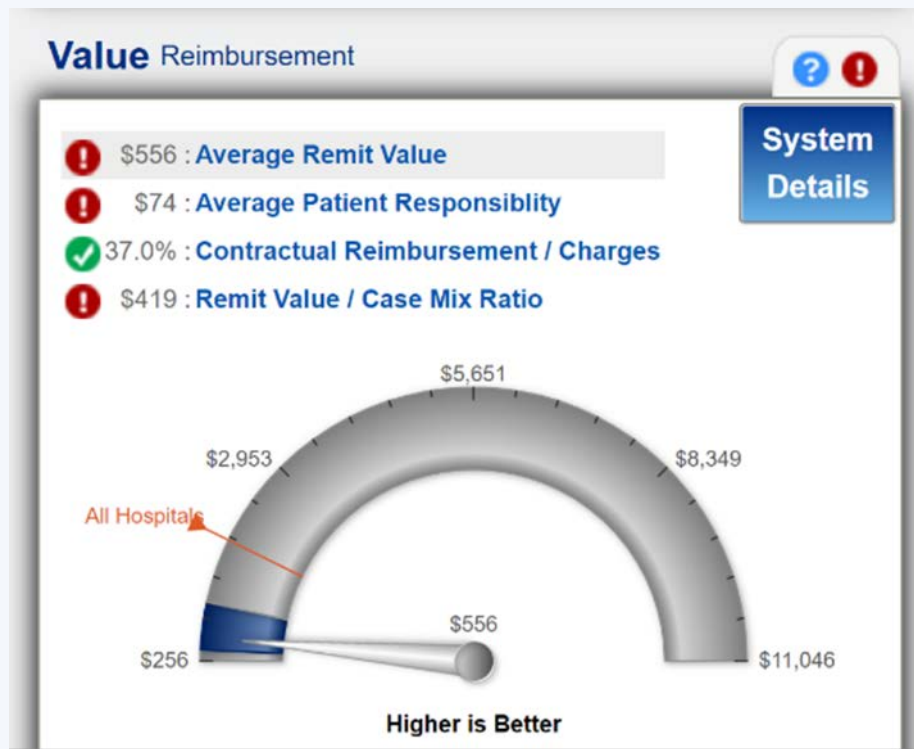
System  
Details



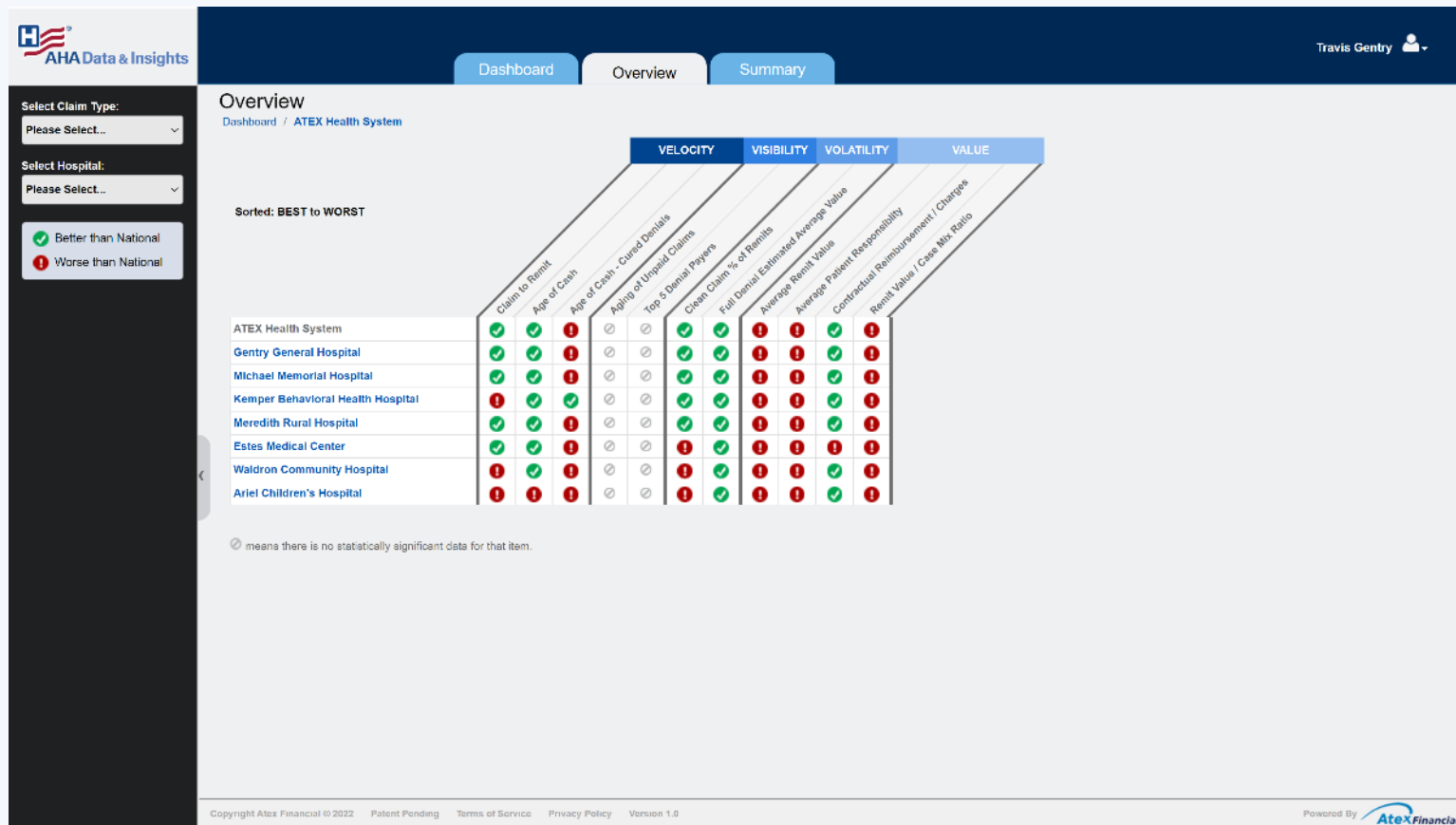
# Volatility



# Value

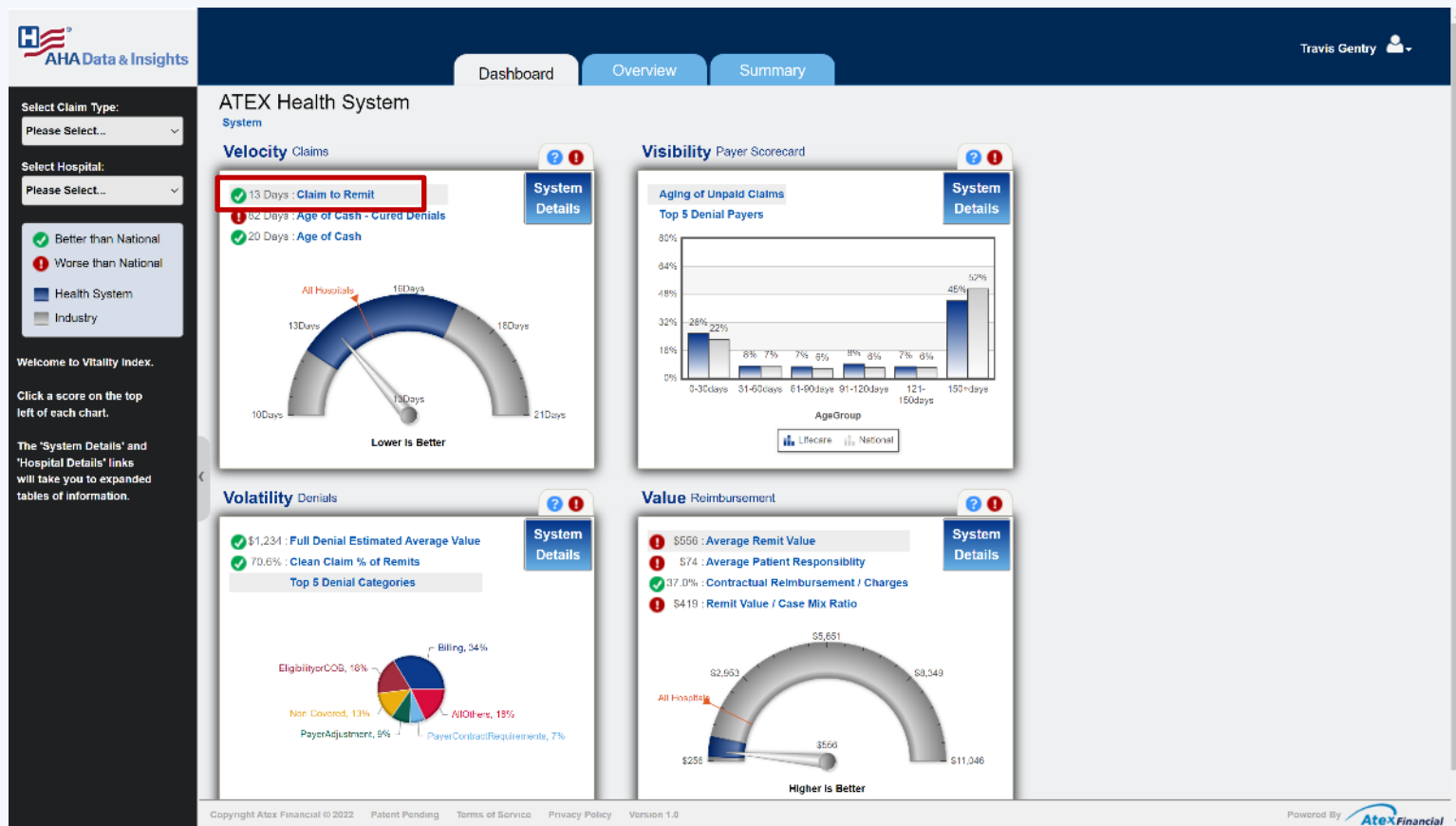


# See all of your hospitals at a glance





# Measure how fast payers respond with remits



# Remit response by payer by hospital

Travis Gentry

Reset

Select Claim Type:

Please Select...

Select Hospital:

Please Select...

Select Score:

Claim to Remit

Group By:

Payer

**Additional Filters**  
Select up to 2

Patient Type:

Please Select...

Payer Type:

Please Select...

Specialty:

Please Select...

## Claim to Remit By Payer (Days) ?

Dashboard / ATEX Health System

Show 10 entries

Showing 1 to 7 of 7 entries

	Overall Average	Blue Cross/Blue Shield	Medicare	Medicaid	United Healthcare	Humana
National Average	14	12	16	16	20	10
ATEX Health System	13	10	16	12	17	8
Anel Children's Hospital	17	16	17	22	18	14
Eates Medical Center	13	11	15	11	15	9
Gentry General Hospital	12	9	15	10	15	7
Kemper Behavioral Health Hospital	16	14	16	⊘	27	⊘
Meredith Rural Hospital	12	10	15	9	16	7
Michael Memorial Hospital	14	10	17	13	27	14
Weldon Community Hospital	16	10	16	⊘	23	⊘

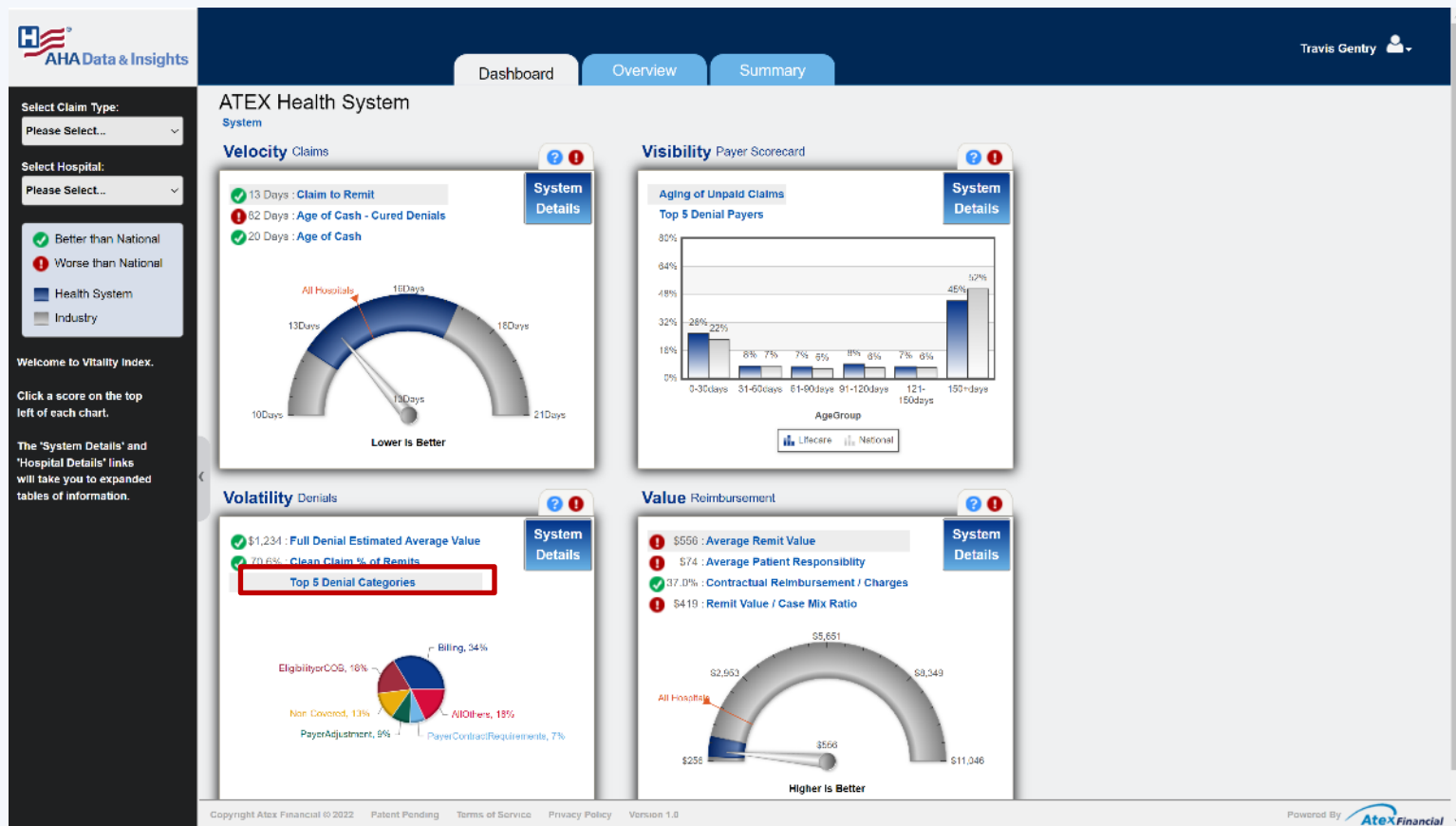
⊘ means there is no statistically significant data for that item.

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# Denials by category



# Denials by category by hospital

Travis Gentry

[Reset](#)

Select Claim Type:

Please Select...

Select Hospital:

Please Select...

Select Score:

Full Denials - Percentag...

Group By:

Denial Category

**Additional Filters**

Select up to 2

Patient Type:

Please Select...

Payer:

Please Select...

Payer Type:

Please Select...

Specialty:

Please Select...

## Full Denials - Percentage of Denials by Count By Denial Category ?

Dashboard / ATEX Health System

Show  entries

Showing 1 to 7 of 7 entries

Search:

	Overall Average	Payer Adjustment	Non-Covered	Billing	Coverage Limitations	Payer Contract Requirements
National Average	100.0%	17.1%	10.9%	32.2%	1.1%	6.0%
ATEX Health System	100.0%	9.6%	13.7%	34.6%	1.5%	6.3%
Anel Children's Hospital	100.0%	7.9%	10.5%	45.8%	2.5%	1.6%
Estes Medical Center	100.0%	5.2%	12.9%	34.1%	1.4%	2.4%
Gentry General Hospital	100.0%	7.5%	17.4%	32.7%	1.3%	8.6%
Kemper Behavioral Health Hospital	100.0%	4.5%	7.7%	16.3%	1.6%	8.6%
Meredith Rural Hospital	100.0%	8.5%	8.9%	42.3%	1.2%	9.8%
Michael Memorial Hospital	100.0%	6.9%	8.5%	48.0%	2.4%	8.5%
Weidron Community Hospital	100.0%	38.2%	4.8%	19.5%	0.8%	2.3%

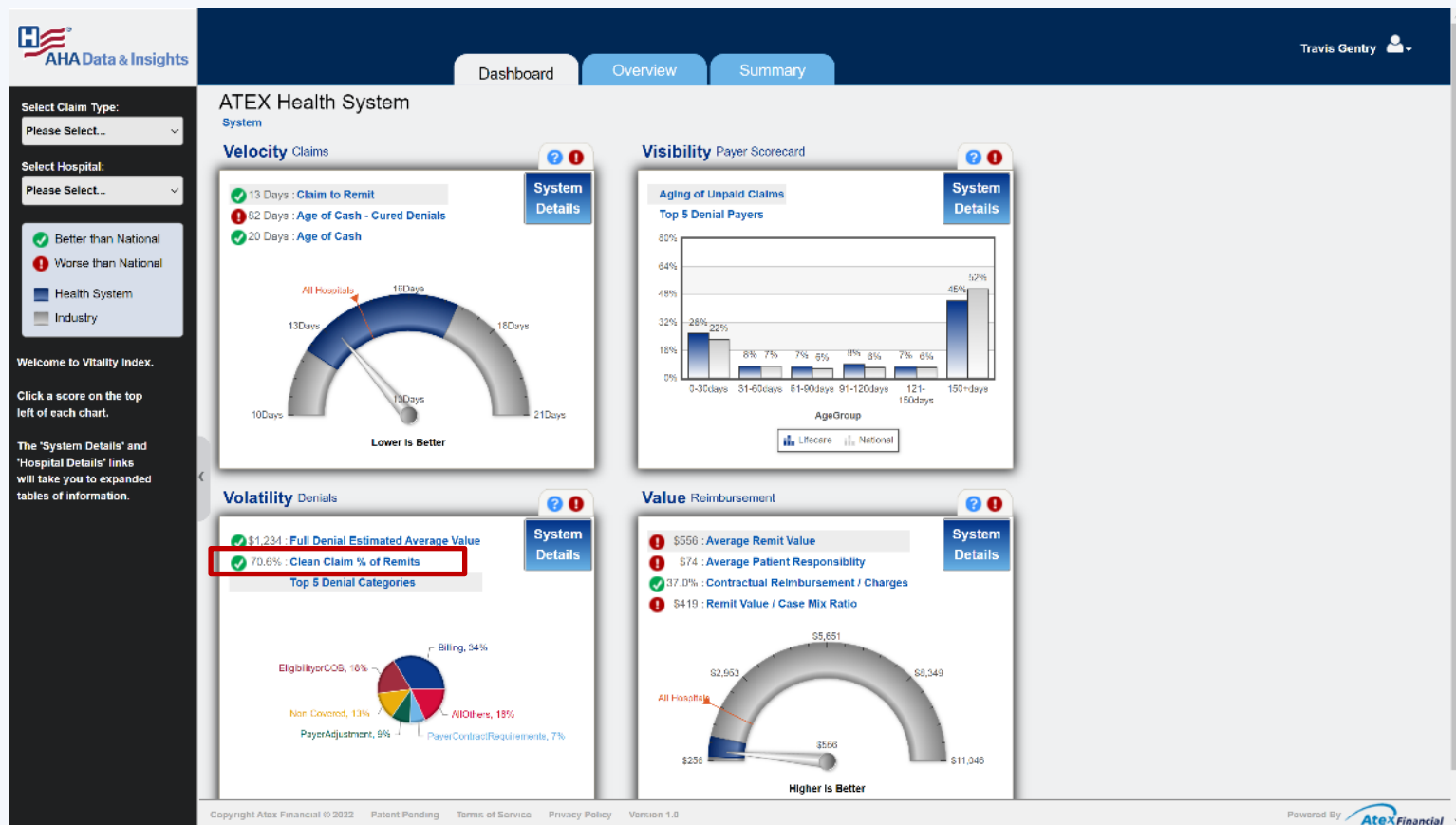
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# Clean Claims %



# Compare Clean Claims by Payer

Travis Gentry

[Reset](#)

Select Claim Type:  
Please Select...

Select Hospital:  
Please Select...

Select Score:  
Clean Claim % of Remits

Group By:  
Payer

**Additional Filters**  
Select up to 2

Patient Type:  
Please Select...

Payer Type:  
Please Select...

Specialty:  
Please Select...

## Clean Claim % of Remits By Payer

Dashboard / ATEX Health System

Show 10 entries Search:

Showing 1 to 7 of 7 entries

	Overall Average	Blue Cross/Blue Shield	Medicare	Medicaid	United Healthcare	Humana
National Average	63.7%	76.8%	57.0%	59.3%	58.1%	81.5%
ATEX Health System	70.8%	88.5%	63.5%	52.0%	81.2%	87.5%
Anel Children's Hospital	59.2%	79.9%	56.8%	39.2%	61.8%	77.5%
Eates Medical Center	58.0%	83.3%	58.6%	42.9%	73.3%	85.1%
Gentry General Hospital	77.0%	88.3%	73.4%	59.2%	83.7%	89.8%
Kemper Behavioral Health Hospital	92.2%	88.4%	93.2%	⊘	85.6%	⊘
Meredith Rural Hospital	70.4%	88.0%	65.2%	60.9%	67.2%	91.1%
Michael Memorial Hospital	66.0%	90.1%	56.8%	47.8%	77.8%	71.7%
Weldon Community Hospital	63.0%	91.7%	45.3%	⊘	71.2%	⊘

⊘ means there is no statistically significant data for that item.

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# Compare Clean Claims by Specialty

Travis Gentry

Reset

Select Claim Type:  
Please Select...

Select Hospital:  
Please Select...

Select Score:  
Clean Claim % of Remits

Group By:  
Specialty

**Additional Filters**  
Select up to 2

Patient Type:  
Please Select...

Payer:  
Please Select...

Payer Type:  
Please Select...

## Clean Claim % of Remits By Specialty

Dashboard / ATEX Health System

Show 10 entries Search:

Showing 1 to 7 of 7 entries

	Overall Average	Medicine	Musculoskeletal	Radiology	Pathology	Cardiovascular
National Average	63.7%	60.9%	66.9%	63.2%	73.1%	73.1%
ATEX Health System	70.6%	69.7%	69.9%	61.1%	80.2%	75.2%
Ariel Children's Hospital	59.2%	44.7%	80.7%	51.8%	75.4%	57.4%
Estes Medical Center	58.0%	50.2%	56.4%	50.4%	71.5%	80.1%
Gentry General Hospital	77.0%	78.8%	69.7%	67.2%	80.6%	75.2%
Kemper Behavioral Health Hospital	92.2%	73.6%	93.9%	76.7%	96.5%	88.9%
Meredith Rural Hospital	70.4%	48.7%	74.1%	67.2%	85.6%	77.8%
Michael Memorial Hospital	66.0%	59.6%	73.6%	65.9%	80.3%	75.3%
Waldron Community Hospital	63.0%	55.0%	70.7%	60.9%	88.9%	57.8%

means there is no statistically significant data for that item.

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# Compare Clean Claims by Payer and Specialty

Travis Gentry

[Reset](#)

Select Claim Type:  
Please Select...

Select Hospital:  
Please Select...

Select Score:  
Clean Claim % of Remits

Group By:  
Payer

Additional Filters  
Select up to 2

Patient Type:  
Please Select...

Payer Type:  
Please Select...

Specialty:  
Musculoskeletal

## Clean Claim % of Remits By Payer For Musculoskeletal

Dashboard / ATEX Health System

Show 10 entries Search:

Showing 1 to 7 of 7 entries

	Overall Average	Blue Cross/Blue Shield	Medicare	Medicaid	United Healthcare	Humana
National Average	66.9%	87.5%	50.7%	74.6%	32.3%	61.3%
ATEX Health System	69.9%	89.0%	47.7%	40.0%	66.5%	72.5%
Anel Children's Hospital	80.7%	91.5%	56.8%		33.3%	31.1%
Estes Medical Center	56.4%	90.3%	7.1%	2.4%		70.8%
Gentry General Hospital	69.7%	90.6%	43.5%	42.8%	67.4%	76.3%
Kemper Behavioral Health Hospital	93.9%	93.8%	100.0%			
Meredith Rural Hospital	74.1%	91.6%	7.3%	4.3%	43.5%	74.4%
Michael Memorial Hospital	73.5%	87.6%	69.4%	27.2%	54.9%	39.2%
Weldon Community Hospital	70.7%	83.5%	51.8%		70.6%	


means there is no statistically significant data for that item.

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**At this unprecedented time** when hospitals are fighting daily to get the reimbursements they are due and lack the critical data they need to navigate these pressures

**Let's come together** to put aggregated, de-identified claims data in your hands for smarter decision making and help you remove bottlenecks once considered unsolvable

## An ecosystem of data to support all AHA member constituencies

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- Collaboration with Hyve Health to market and support the data collection and standardization
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# Questions

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**Learn More:**  
[ahadata.com/aha-vitality](https://ahadata.com/aha-vitality)

