

The Centers for Medicare and Medicaid Services (CMS) uses Risk Adjustment Factors (RAF) to pay plans for the risk of their enrolled beneficiaries. As a result, CMS is able to accurately pay for enrollees by forecasting the costs of providing care for enrollees based on their diagnoses.

RAF scores are reset at the beginning of every calendar year, requiring health care providers to reassess patients' diagnoses and chronic conditions every year. In order to ensure adequate funds are available to cover enrollees' medical care, it is imperative that accurate and comprehensive diagnoses are collected and reported to CMS.

Q: Why do I need to manage RAF for my patients?

A: RAF is a measure of the quantity and severity of Diagnoses. Correctly identifying active diagnosis assist in the treatment of patients throughout the system and it ensures that adequate resources/funds to treat that patient are brought into the system.

Q: What are HCCs?

A: Diagnoses map to Hierarchical Chronic Conditions (HCCs). These HCCs are assigned a value which, when all of a member's HCCs are summed, result in the RAF score.

Q: What is the HCC Recapture Rate?

A: This is the total number of HCCs (for all your assigned Blue Advantage and United Healthcare Medicare Advantage members) that have been captured again in this calendar year. What needs to be recaptured is determined from claims submitted from the previous three years on each member. Only chronic conditions are recaptured.

Q: Is there a list of these HCCs?

A: Yes, either contact the RAF department or your Provider Relations Representative.

Q: How is a HCC determined?

A: The HCC will only show needing recap if it was captured twice in prior years. It only has to be captured once in the current year though to be considered recaptured.

Q: Where is the data pulling from?

A: The data comes from the health plans and claims. RAF scores come from the health plans and HCCs and visit dates come from claims.

Q: How often is this information updated?

A: The RAF Roster is refreshed monthly. This will include new data coming in from claims as well as information received from the health plan(s). Please note, there is a lag due to claims processing.

Q: How far back are you looking for Annual Wellness Visits?

A: This is calculated on a rolling calendar year.

Q: How do I capture RAF?

A: RAF can be captured either on claims submitted (Dx codes) or by the RAF form.

Q: Which health plans have RAF forms?

A: Humana Medicare Advantage has an **ARF** (Assessment Reference Form); Blue Medicare Advantage has a **MDP** (Member Diagnostic Profile) form; and United Healthcare Medicare Advantage has a **PAF** (Patient Assessment Form) form. The RAF process for the United Healthcare Medicare Advantage patients are managed by Optum (Banner Health Network's contracted vendor for this process).

Q: I have not received my Optum PAF Forms yet. What should I do?

A: Contact your BPHO Provider Relations Representative or Optum Customer Support Center at 1(877)620-6194.

Q: Can I get more information about the Blue Advantage MDP?

A: Go to the Provider Portal at BannerHealthNetwork.com and click on the link for provider, Forms and Resources.

Q: How do you get the Humana ARF's?

A: Contact your Humana Provider Representative or Patty Latonis at Humana (602-760-1780 or platonis@humana.com).

Q: How can I find out what the current RAF score is for my patients?

A: When you log on to the BHN provider portal, the PCP Roster Report provides current