



Shaping Healthcare Possibilities

Consolidation of Quality Improvement Efforts into a Unified Platform for a Leading Blue Plan using Perform+ on Databricks



Client Overview

A leading Blue Cross Blue Shield plan in the US partnered with CitiusTech to consolidate fragmented quality improvement efforts into a unified platform using **Perform+**, a native Databricks-based product. The initiative aimed to streamline Stars and HEDIS® monitoring, improve Provider performance visibility, and enable real-time care gap closure across multiple lines of business (LOBs).

Business Challenge

Fragmented systems hinder quality monitoring and Provider performance

The client faced several challenges due to a disjointed approach to quality improvement:

1. Multiple vendors and solutions managing Stars and HEDIS® efforts
2. Manual and disorganized Stars monitoring process impacting Star ratings
3. Lack of transparency into Provider performance due to disparate scorecards
4. Difficulty in streamlining HEDIS® and Stars reporting across LOBs
5. MRR and reporting managed by different tools, leading to inefficiencies

The organization aimed to:

1.

Consolidate
quality efforts
into a single
platform

2.

Enable
real-time care
gap closure

3.

Improve
visibility and
performance
monitoring
across networks

4.

Streamline
reporting and
submissions to
NCQA and CMS

CitiusTech Solution

Unified Quality Platform with Azure and Databricks

CitiusTech implemented a real-time HEDIS® engine on Azure and Databricks, consolidating multiple quality and value-based care (VBC) programs into a single platform.

Key components of the solution:

1.

Real-time HEDIS® engine for multiple Quality/VBC programs

2.

FEP membership onboarded in 2023

3.

Sub-network performance monitoring and unified dashboard across networks

4.

Year-round MRR for prospective and retrospective care gap closure

5.

Seamless IDSS and PLD submissions to NCQA and CMS

6.

Near real-time care gap closure using CCDA and HnP data from Contexture and Innovalon

7.

Vendor selection for data quality and enterprise data warehouse platform

Technologies used:

1. Databricks Services: Delta Lake, Workflows, Notebooks

2. Azure Services: Azure Databricks, Azure Data Factory, Azure SQL DB

3. Data Sources: CCDA, HnP from Contexture and Innovalon

Benefits Delivered

Improved care gap closure, performance monitoring, and member impact

1. **1.5 million members impacted** across Medicare Advantage, Commercial, and Exchange LOBs
 2. **12+ sub-networks monitored** across multiple LOBs
 3. **100+ measures** tracked across HEDIS®, Stars, QRS, and custom stewards
 4. **30% improvement in care gap closure** using CCDA and HnP data
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About CitiusTech

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