



## Executive Summary

Relevant offers a complete Health Home software platform, delivering ease of use for care managers, visibility into quality and compliance at all levels, and robust revenue cycle management. Our technology is backed by a friendly team with strong roots in the Health Home world and high marks for customer satisfaction. Key differentiators include:

- Built specifically for Health Homes. Our platform is designed from the ground up to support Health Home operations: from assignments to consents; from care management to claims; from MAPP sync to quality reporting, everything is built to purpose to support the unique requirements of Health Homes.
- Friendly and intuitive for users. Care managers regularly tell us they appreciate Relevant's simplicity and ease of use. It takes fewer clicks to get things done. Caseload overview screens allow everyone to see the big picture, while billing reconciliation tools allow admins to home in on problem areas.
- Robust revenue cycle management. We handle the entire Health Home billing cycle, from claim generation to MCO wrangling to CMA statement generation. We are experts in the programmatic billing requirements of Health Homes as well as EDI X12, the technical language of claim transmission.
- No more spreadsheets to reconcile. Utilizing a single system for care management and revenue cycle management makes a world of difference when Health Home or CMA administrators are attempting to reconcile segments, tracking, and billing. The result: fewer headaches for admins, time freed to spend on program management, and fewer member-months slipping through the cracks.
- Effective stakeholder management. We hold bi-weekly calls and quarterly roundtables with our Health Home customers to discuss our development roadmap and emerging Health Home requirements. A user research program supplements top-down planning with bottom-up insights. Executive check-ins ensure we're delivering value and remain aligned with the strategic goals of our customers.
- Full access to your data. Data access and transparency is part of our company DNA. We supply a variety of reports within our platform, provide additional Excel or CSV exports, and recently introduced raw data extracts, which allow customers to analyze their data using a variety of external tools.
- Still getting better. We're constantly refining features and figuring out how to make life better for users. Major features released in the past year include HARP reporting, compliance dashboards, care plan/encounter integration, paperless consent workflow, and data extracts. Coming soon: a redesign of our care plan experience.

*"I've heard consistently—from every care manager I've spoken with—that Relevant's system is the easiest, it's the most intuitive, it's the one they want to be using. When we talk to CMAs considering joining CCMP, Relevant is a major selling point."* — Nathan Smith, Associate Director, Community Care Management Partners Health Home

*"It shows me exactly what I need to see. The differentiating factor is the overview screens. It makes it very fluid for the work that we do."* — Oscar Andino, Care Manager, Argus Community, Inc.

*"Of all the platforms we use, Relevant's is by far the most user friendly, the most adaptive to what we're doing. It's very easy to understand. I would highly recommend it."* — Jeremy Merrill, Director of Care Management, New Horizon Counseling Center



## Company background

Releva was founded in 2015 by a team with decades of experience supporting Medicaid programs in New York State. Our mission is to help community health organizations achieve the Triple Aim with excellent software, delighting users along the way.<sup>1</sup> We are software engineers, product designers, data analysts, and program managers. We have a culture of infectious enthusiasm: we love what we do, we hire great people, we encourage them to innovate.

Our team is intimately familiar with the administrative, technical, and programmatic challenges of Health Homes, as well as the larger regulatory landscape surrounding Health Homes, DSRIP, and the MRT's Roadmap to Value-Based Payment.<sup>2</sup> We currently support four downstate Health Homes, which together constitute approximately 17% of the state's total Health Home member enrollment. We are active members of the Health Home Coalition and regulars at NYSDOH-convened working group meetings. We speak frequently with contacts at NYSDOH, MAPP Customer Care, eMedNY, more than a dozen Medicaid Managed Care payers, and each of the major billing clearinghouses.

Our Analytics practice, meanwhile, supports over 40 health centers around the country, including key clients in New York, California, Arizona, and Puerto Rico. In addition, we support two large-scale data aggregation projects in California, and will launch a third in upstate New York in 2020. We deliver data pipelines, quality improvement metrics, financial reporting, and operational dashboards that support health centers as they prepare for a value-based future. We integrate claims data, payer rosters, timeclock data, dental data, and more. We help customers risk-stratify patients in ways that are methodologically sound but also readily understandable by clinicians and care teams.

Releva's offices are located in downtown New York, NY. We have 24 full-time employees and are privately held, growing, and profitable. The company's board of directors is controlled by the co-founders, Brandon Hamilton and Jacob Hodes. Our customer churn rate is zero percent.

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<sup>1</sup> The Triple Aim: improve the health of populations, enhance the experiences and outcomes of the patient, and reduce the per-capita cost of care for the benefit of communities. More information is available from the Institute for Healthcare Improvement, which has developed and promoted the Triple Aim framework since 2007: <http://www.ihl.org/Topics/TripleAim/Pages/default.aspx>.

<sup>2</sup> New York State Department of Health Medicaid Redesign Team, "A Path toward Value Based Payment: Annual Update," June 2019. [https://www.health.ny.gov/health\\_care/medicaid/redesign/dsrip/vbp\\_library/2019/docs/2019-06\\_redline\\_version.pdf](https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/vbp_library/2019/docs/2019-06_redline_version.pdf). Accessed August 3, 2019.



## Health Home Customers

### Brooklyn Health Home

- Web: <https://www.maimonidesmed.org/brooklyn-health-home/bhh>

### Community Healthcare Network

- Web: <https://bit.ly/chn-health-home>

### Community Care Management Partners

- Web: <http://ccmphealthhome.org>

### CommunityHealth Care Collaborative (Hudson River Health Home)

- Web: <http://www.hrhcare.org/community-organization-partners/health-home/>

### Coordinated Behavioral Care

- Web: <http://www.cbcare.org/>

### Mount Sinai Health Home

- Web: <https://bit.ly/mount-sinai-health-home>

### Queens Coordinated Care Partners

- Web: <https://qccphh.org>



## What's in the box

### Health Home Platform Subscription

The Health Home Platform Subscription includes care management functionality; MAPP sync; automated eMedNY eligibility check; RHIO consent and ADT feed; Health Home and CMA administrative tools; and a billing module with claim generation, remittance processing, and CMA statement generation. The Platform Subscription includes standard maintenance, upkeep, hosting, upgrades, and enhancements.

### Included Professional Services

The Health Home Platform Subscription also includes up to five hours per month of professional services at no additional cost. These services may include creating custom Health Home reports, performing data analysis, or other one-off tasks beyond the scope of contractually-agreed services.

### MAPP Sync and Related Services

The Health Home Platform Subscription also includes syncing with MAPP and related services, including the following:

- Download and import of patient enrollment files from MAPP
- Generation and transmission of patient tracking files to MAPP
- Downloading and import of tracking error files provided by MAPP
- Download and import of billing support download from MAPP
- Generation and transmission of billing support upload files to MAPP
- Downloading and import of billing support error files provided by MAPP
- Generation and transmission of CMART files in the format required by NYSDOH

### Health Home Billing Services

Health Home Billing Services include the following:

- Configuring pathways for claim and remittance transmission with eMedNY/MCOs
- Generating claims in Relevant on weekly or biweekly cycle
- Converting claims to EDI X12 837 format
- Transmitting claims to eMedNY and MCO payers
- Retrieving payers' 835 remittance files and process in Relevant
- Liaising with MCOs regarding remittance, payment, and denial questions
- Calculating Health Home administrative fees assessed to CMAs
- Generating CMA statements in Relevant
- Distributing CMA statements on a weekly or biweekly basis