

Quality and Coding Management

Drive revenue, improve HEDIS® scores, and Star Ratings with real-time detection, prioritization, and intervention workflows for time-critical measures.



Health plans can no longer afford to rely on retrospective tools or delayed claims data. CMS is introducing more time-sensitive quality measures into Star Ratings to accelerate intervention velocity, reduce preventable readmissions, and improve outcomes. Yet too many plans are still missing opportunities because their teams lack the right tools.

The Window is Closing Fast

HEDIS measures like TRC, FMC, and FUM are increasingly time-sensitive—requiring follow-up in days, not weeks. Yet many health plans are still using claims data that arrives weeks too late.

The cost of waiting?



Missing critical intervention windows cost millions in forfeited quality bonus payments



Fewer Medicare Advantage plans are reaching top tier ratings—only 31 achieved five stars in 2024, down from 57 in 2023¹



Expenses skyrocket as nearly 20% of Medicare members are readmitted within 30 days, resulting in approximately \$17.4 billion in unplanned readmission costs annually²

The Real-Time Intelligence That Helps You Stay Ahead

Quality and Coding Management (QCM) identifies and prioritizes which members need attention for time-critical care gaps the moment they open — giving care managers timely, prioritized insights that enable action while there's still an opportunity to close the gap.

Result:



Your quality operations move at the speed of care, not claims – driving measurable performance gains.

1. [2024 Medicare Advantage and Part D Star Ratings Fact Sheet](#). October 13, 2023. Centers for Medicare & Medicaid Services (CMS).

2. Jencks SF, Williams MV, Coleman EA. [Rehospitalizations Among Patients in the Medicare Fee-for-Service Program](#). N Engl J Med. 2009;360(14):1418-1428

How does QCM work?

Real-Time Detection → Instant Prioritization → Immediate Action

- ↳ **Nationwide EHR agnostic network** detects encounters the moment they happen
- ↳ **Built-in HEDIS filters** instantly flag denominator events within hours, not weeks
- ↳ **Smart prioritization engine** ranks members by urgency with a visible countdown to deadlines
- ↳ **Intervention-ready dashboards** show exactly who to call, why to call, and when time runs out

Perfect for Health Plans Focused On:

Leading time-critical quality measure performance

Outperforming competitors on Star Ratings

Setting the standard for post-discharge intervention excellence



Actionable Workflows

- Prioritizing outreach to the highest-impact members first—maximizing every intervention
- Knowing what needs focus now and action on today



Time-Critical Intelligence

- Spotting HEDIS denominators within hours of triggering events
- Knowing when care gaps open and how much time is left to act



Measurable Impact

- Driving year-over-year HEDIS performance gains
- Boosting Star Ratings through faster intervention

Time-sensitive HEDIS measures demand real-time action. With QCM, your teams can act in the moment — when outcomes can still improve and Star Ratings can still be influenced.

Don't settle for delayed signals.

Operationalize quality performance with real-time intelligence that drives measurable results.

Ready to outpace your competition on quality?

Let's discuss how QCM can help your teams drive exceptional quality performance.

Discover more



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to help every provider deliver exceptional care.