CareDelivers

Our approach to measure compliance and value-based contract performance

Performance Levers	Potential Actions
Get paid for work already being done Leaving dollars on the table isn't always about poor performance. It's often due to missing data, limited analytics, inaccurate coding, workflow gaps, or misalignment with contract reporting requirements. We close these gaps so hard work gets recognized.	• Identify common failure points in documentation or reporting. • Surface hidden performance data already in the system. • Help validate and resubmit data to reflect actual performance.
Ensure data visibility and accountability Health centers can't improve what they can't see. We engage payers if you're not receiving all contractually required and helpful reporting, and equip teams to track their own performance instead of waiting on payer data.	• Track missing or delayed data. • Comparing internal vs. payer reports to find discrepancies. • Support payer outreach when data is delayed, incomplete, incorrect, or misaligned.
Act early, before receiving payer data The first months of the measurement year are critical, but teams often wait on refreshed payer data before acting. We help get ahead by identifying which measures are most actionable now, based on patients already known to qualify, or likely to reappear in this year's measure sets.	• Identify patients with current-year performance impact. • Structure early-year workflows around known wins, multi-year, and high-priority measures. • Support proactive work to improve measure performance.
Make sense of previous measurement year When health centers receive performance data from the prior measurement year, results often don't match expectations. Understanding what drove those outcomes is essential for making more informed decisions moving forward.	• Facilitate after-action reviews of prior-year data across sites. • Flag expected versus actual performance discrepancies. • Identify and address root causes of performance gaps.
Program Design and Implementation Limited bandwidth means not every site can get hands-on help. By spotlighting priority areas based on actual performance, we help health centers target support where it will make the biggest difference.	• Analyze site-level performance data to pinpoint needs. • Build site-specific action plans. • Highlight where external vendors may be helpful to fill gaps or extend capabilities.