
The Missing Component in Your RAF

The Record Retrieval Conundrum



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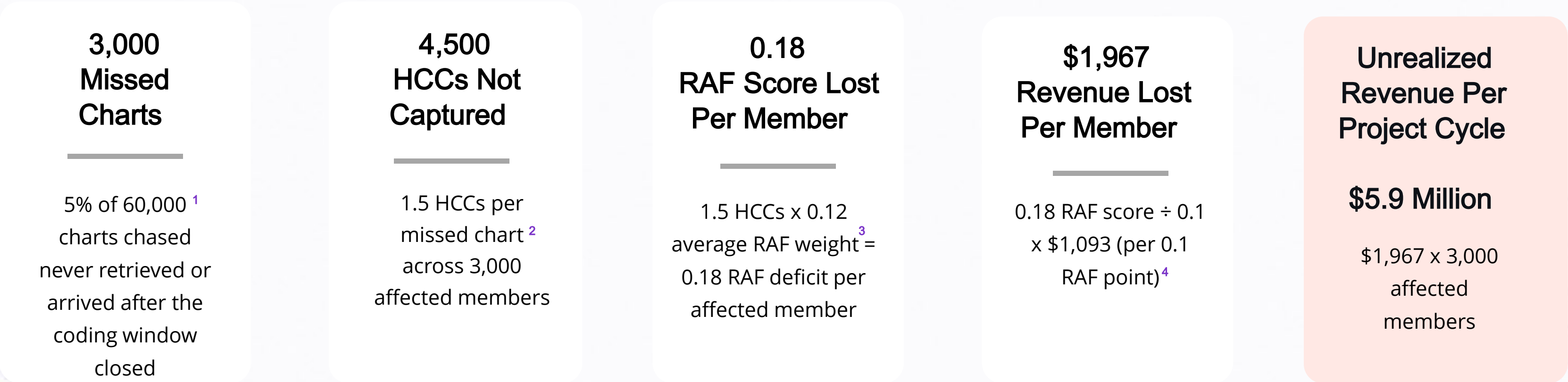
What a Retrieval Gap Actually Costs You

For a 200,000-member MA plan running a standard retrospective project, a 5-point retrieval change translates to this.

 **Plan Size – 200,000**

 **Retro Chase (30%) - 60,000**

 **5 Point Gap – 3,000 Missed Charts**

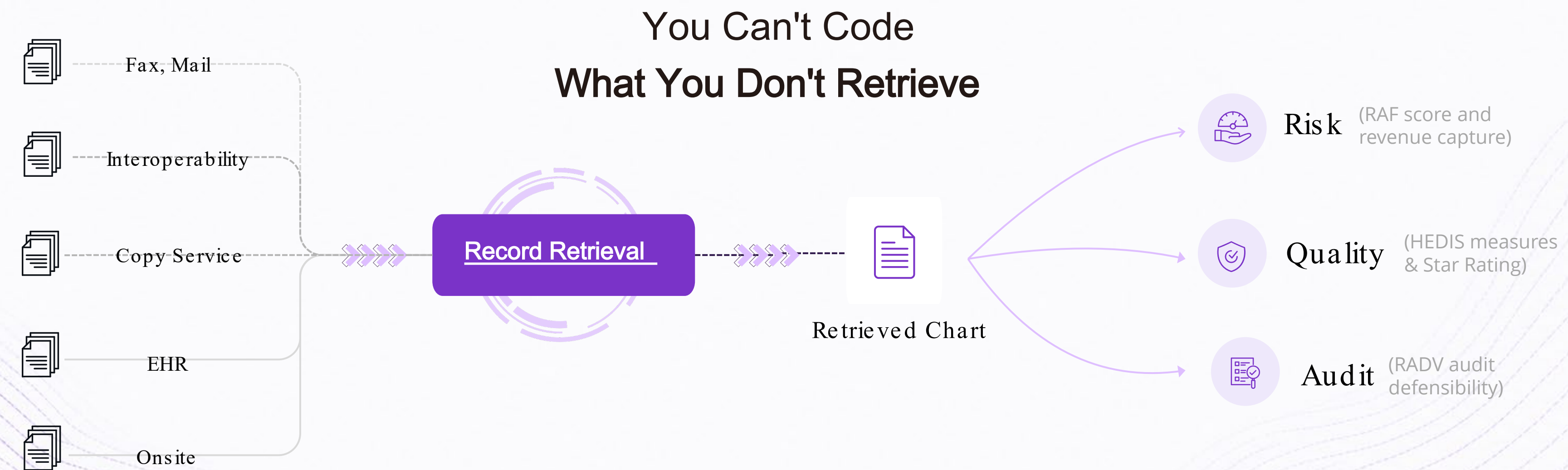


Sensitivity Analysis - At a 3-point gap this is \$3.54M, At a 7-point gap it is \$8.26 Million

¹ Annova project experience | ² MedPAC | ³ CMS HCC V28 / Milliman | ⁴ CMS 2026 Rate Announcement

Every Outcome Starts With Access to the Chart

Every RAF submission, HEDIS measure, and RADV defense begins with a single question: did you get the chart?





Five Reasons Retrieval Breaks Before Anyone Notices

01  Inconsistent Data

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02  Broken Processes

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03  Nature of Ecosystem

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04  Transparency

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05  The Last Mile - Execution

1. The Data Problem

Challenge

- Claims data was not built for retrieval
- Missing and inconsistent data in chase lists
- Provider/facility contact nuances

How We Solve It

- Data normalization before outreach
- Multi source cross walking beyond NPI registry
- Continuous learning fed back into the provider database

2. The Process Problem

Challenge

- Reactive and piecemeal approach – Broken process
- Lack of clear provider outreach strategy
- Scope shifts mid project affect timelines for both sides

How We Solve It

- Integrated, inter-connected processes design and planning
- Interconnected specialized teams for every queue and phase
- Daily and weekly monitoring and corrective actions

3. The Nature of Ecosystem

Challenge

- Success depends on numerous stakeholders
- Invoice process
- Constant provider churn

How We Solve It

- Proactive planning and partnerships with copy services and large facilities
- Set templates, limits and robust process in place, minimize exceptions
- Maintaining and updating the provider database

4. Transparency in Reporting

Challenge

- Fragmented modules and systems
- Lack of transparency and real time visibility
- Legacy tech that can't keep pace

How We Solve It

- Integrated iterative tech and business
- State of the art dashboards built for real time visibility
- Short, iterative cycles that keep pace with change

5. The Last Mile - Execution

Challenge

- Coordination between multiple teams and people
- Provider relationships are tricky but critical
- The volume and complexity of dynamic data - calls, phone numbers, notes

How We Solve It

- Ongoing communication and training between teams
- Leverage experience and relationships
- Good old continuous operations management practices - reviews, quality checks, call monitoring and feedback

What Changes With the Right Program

Take the same 200,000-member plan from earlier, running a standard retrospective project, a 30 percent retro chase - 60,000 charts.

Problem

Chase files built straight from claims data, provider contacts that have shifted, facility linkages that haven't kept pace.

Annova's Approach

Full pre ingestion chase file analysis, provider database crosswalk, service address mapping across the full chart volume, on ground field deployment where remote outreach can't reach.

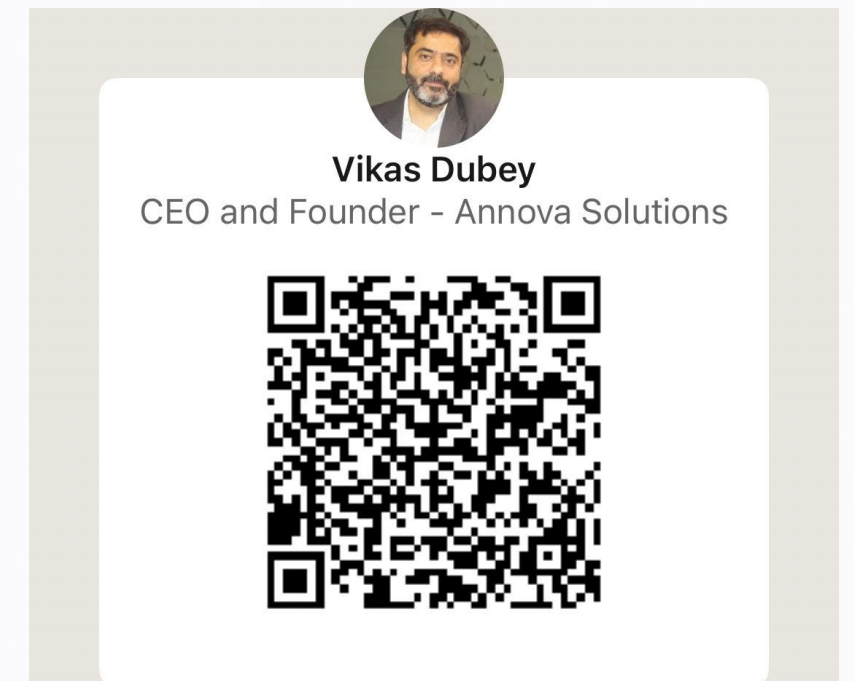
Outcomes

>91%
Retrieval Rate

Low
Provider Abrasion

Thank you

We run retrieval programs that close revenue gaps, deliver under project timelines, and protect provider relationships along the way. Reach out to either of us directly to get started.



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