

Case Study: Coordinista + Avail Health

Transforming HCC Recapture and Field-Based Risk Adjustment Operations

Client Overview

Client: Avail Health (<https://www.availhealthcare.co/>)

Market: Medicare Advantage, Institutional Special Needs Plan (ISNP)

Focus: Members Residing in Skilled Nursing Facilities (SNFs)

Objective: Improve accuracy in chronic condition documentation to ensure the health plan has an accurate picture of their membership and align risk-adjusted reimbursement to accurately reflect patient acuity.

“Coordi was instrumental in our rapid launch of our mobile risk adjustment model in West Virginia. Coordi enabled us to deploy 5–9 teams daily to 48 facilities statewide and provided rich data for us and our customer, the likes of which they had never seen. I don’t know how we could have successfully reached our milestones without Coordi.”

— JOSEPH HARRISON, FOUNDER & CEO, AVAIL HEALTH

The Challenge

Avail Health needed to execute a large-scale Hierarchical Condition Category (HCC) recapture initiative across the entire state of West Virginia to ensure Medicare Advantage risk-adjusted reimbursements accurately reflected patient acuity. This required completing over 1,500 Comprehensive Disease Assessments (CDAs) across 40+ skilled nursing facilities in a matter of weeks with an operation with multiple layers of complexity which created significant scheduling and coordination challenges:

Dual Deployment Models: Avail simultaneously launched two distinct clinical models: an in-person nurse practitioner model and a hybrid model pairing an in-person nurse with a virtual nurse practitioner. This innovative approach allowed Avail to scale clinical resources across multiple states while maintaining high touch care at the bedside.



- **Multi-Stakeholder Coordination:** Every patient assessment also required the presence of a health plan member advocate. These advocates lived in different regions and covered members across separate facilities, adding another layer of logistical complexity to scheduling.
- **Statewide Scale:** Clinicians needed to be deployed to facilities spread across an entire state, with minimal lead time to train and launch teams.
- **Data Accuracy and Documentation:** Beyond completing assessments, the operation needed to accurately update historic ICD-10 codes, resolve outdated diagnoses, and improve the plan's risk adjustment factor (RAF) scores.

Legacy tools like spreadsheets, emails, and basic EHR scheduling could not handle the sheer scale or complexity of this project. Without a purpose-built solution, the risk of missed assessments, inaccurate documentation, and lost reimbursement revenue was high.

The Coordinista Solution

Coordinista partnered with Avail Health to execute a statewide yet highly efficient HCC recapture initiative:

- **Centralized Coordination with Decentralized Execution:** Enabled NPs and nurses to self-deploy and engage with their assigned members while maintaining operational oversight.
- **Dual-Model Deployment:** Seamlessly supported both clinical models, coordinating in-person and hybrid teams across state lines.
- **Integrated Scheduling:** Coordinated clinician visits with health plan member advocates, ensuring advocates were present for every assessment despite their dispersed locations.
- **Rapid Training and Launch:** Trained and deployed 16 clinicians across 8 states in under a week, enabling immediate operational launch.
- **Qualitative ICD-10 Insights:** Tracked over 16,700 historic codes, identifying which were replaced with more specific codes, resolved, or deferred due to missing data—providing actionable insights to improve documentation fidelity.

Results – In Just 23 Days!

- 1,400+ CDAs completed across 40+ SNFs
- Reached 100% of members with 95% CDA completion
- ~16% above baseline RAF score, securing highest bonus tier for engagement
- Over 16,000 ICD-10 codes analyzed
- Provided data-driven insights previously unavailable to the health plan, improving risk documentation and reimbursement alignment

Client Impact

- **Risk Adjustment Accuracy:** Delivered a clearer, more accurate patient problem list
- **Operational Efficiency:** Enabled multi-team statewide deployment at unprecedented speed
- **Field Clinician Adoption:** User-friendly design streamlined documentation, caseload management, and time tracking
- **Data-Driven Decision Making:** Empowered targeted chart reviews and provider education to safeguard risk adjustment integrity



Client Testimonials

"Coordi's team is so collaborative and agile, enabling us to streamline workflows for our specific use cases in only days. We couldn't be doing what we're doing without them—excited to grow together!"

— JOSEPH HARRISON, FOUNDER & CEO, AVAIL HEALTH

"The app is extremely user-friendly and intuitive. Time tracking takes only two clicks, and the interface makes it easy to focus entirely on your caseload. Coordinista is efficient and supports patient care without adding complexity."

— JACOB MORGAN, TOP PERFORMING LPN, AVAIL HEALTH DEPLOYMENT

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Broader Market Value

This operation demonstrates Coordinista's ability to help:

- **Payers and Providers:** Increase HCC recapture accuracy and improve risk-adjusted revenue
- **Home Health, Hospice, Palliative Care, and Care Management:** Deploy field teams efficiently, optimize resources, and capture high-quality clinical data
- **Health Plans:** Gain unprecedented visibility into coding patterns and problem list accuracy, without needing a full EHR overhaul

About Coordinista

Coordinista is a first-of-its-kind platform enabling healthcare organizations to scale mobile care delivery, capture real-time clinical data, and drive accurate risk adjustment and reimbursement. Lightweight and EHR agnostic, Coordinista bridges the gap between real world care delivery and coding integrity, delivering operational efficiency and revenue optimization for value-based care organizations.

Interested in seeing how Coordinista can transform your field-based operations?

- Email: hello@coordinista.com
- Website: www.coordinista.com
- To learn ore scan this code.

