



Risk Adjustment and Hierarchical Chronic Conditions Data Paused Until Further Notice

March 15, 2024

Due to the Change Healthcare known outage, risk adjustment workflow is impacted, and updates are not currently available. Therefore, until further notice, we are pausing all risk adjustment and Hierarchical Chronic Conditions (HCC) data which includes:

- Updated/refreshed HCCs to the Provider Portal
- Red/green bar status on the Provider Portal
- Persistency scores
- IPA detail reports

This impacts risk adjustment for HAP Medicare Advantage and HAP Commercial members.

HAP Risk Adjustment teams have been working diligently with Change Healthcare/Optum on remediation plans. We appreciate your patience as we work through this unprecedented situation.

The HCC data received in January and early February on the Provider Portal or via SFTP is the most current information we have on our members. Please continue outreach to your patients for their Annual Wellness Visits and Comprehensive Care Assessment (CCA) visits. Updates will be provided when available.