



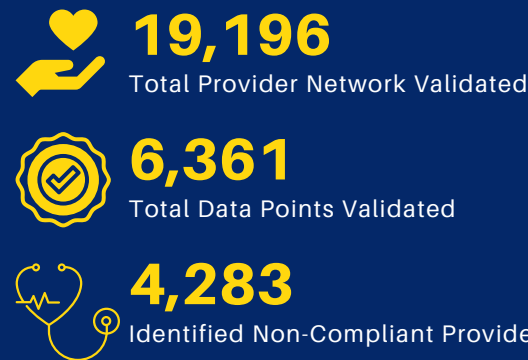
MedStar Family Choice






About MedStar Family Choice

MedStar Family Choice is a provider-sponsored Managed Care Organization (MCO) serving the District of Columbia and Maryland. In the District of Columbia, they provide services to individuals eligible for the DC Healthy Families Program and the DC Healthcare Alliance Program. In Maryland, the provider network consists of over 5,000 physicians and health care providers that provide high-quality health care to 90,000 members eligible for the Maryland HealthChoice Program and the Maryland Children's Health Program. Aerobodies has supported the MedStar Family Choice mission to serve convenient high quality healthcare, advanced breakthrough clinical research and innovation, and provide an established culture of continued education for health professionals.

IMPACT SNAPSHOT



AEROBODIES

 Health, Wellness & Process Improvement Solutions
 www.Aerobodies.com
 Washington, D.C.

CHALLENGES

The Covid-19 Pandemic presented a unique set of challenges for MedStar Family Choice including inaccessibility and non-communication of Provider staff, severe reduction of MedStar expert personnel, and increased stress and anxiety for the medical and healthcare community. MedStar Family Choice requested support with Aerobodies 360° Verification Process to ensure their vast network of Providers are able to support all patients with the quality healthcare they deserve and trust.

SOLUTIONS

Aerobodies provided MedStar Family Choice with monthly reports showcasing data analytics from survey calls conducted to validate their network of Healthcare Providers while ensuring compliance of DC and Maryland guidelines. Aerobodies has been able to recognize blind spots and reduce stress, anxiety, and workload for MedStar Account Managers through easily accessible, real time tracking and data analysis. By providing quick and efficient updates of provider network compliance and surge emergency support services, especially during and post pandemic, Aerobodies report management on data analysis and corrective action remains consistent, timely and accurate.



Validation



Compliance



Health Data Management

BENEFITS

- 1 Access to Care Secret Shopper Data**
Among 4,707 Primary Care Providers, 1,070 OBGYN Providers, and 656 Oncologists, Aerobodies was able to identify 4,283 Non-Compliant Access to Care Providers in need of corrective action as a result of secret shopper calls.
- 2 Provider Directory Network Data**
Aerobodies successfully completed survey calls evaluating and validating over 8,703 DC Providers and 10,493 MD Providers in MedStar Family Choice network database.
- 3 Provider Network Performance Quality**
MedStar Family Choice has expressed the upmost satisfaction in working with Aerobodies to ensure accurate information and directory expansion across their network portfolio.