# WORKING WITH OUR CUSTOMER SUCCESS TEAM

After you have contracted MIPSpro and have become a Healthmonix client, you will work with an account manager from the customer success team. They will help you define a success strategy for our mutual clients, which will include collaboration on customer training, onboarding and self-service materials to support users through the MIPS submission process.

## METHODOLOGY

1

### ONBOARDING

**Gain support and expert advice from your account manager on how to do the following:**

- Establish, define and refine your MIPS participation goals, as well as likely MIPS reporting strategies for mutual clients.
- Assess the best path to MIPS participation, including participation in QCDRs (if applicable).
- Evaluate provider MIPS eligibility for your organization.
- Set up your administrative account access and co-branded materials.
- Determine which measures will be most appropriate for users.
- Define a communication strategy that supports mutual customers throughout the reporting process (e.g., opt into MIPSproficiency newsletter, WalkMe tutorials, and submission validation support).
- Take advantage of best-in-class MIPS and MIPSpro educational materials and webinars.

2

### IMPLEMENTATION

- Attend a kick-off meeting with your account manager and the data integration team to outline the project, specific data integration needs and goals, and schedule a series of data mapping sessions.
- Access measure support/individualized measure implementation.
- Leverage branding and customization support as needed.

3

### REPORTING

**Monitor and improve your performance for your selected performance categories and MIPS composite score, all in real time. Our mutual clients will be able to:**

- Identify your highest performing measures.
- Complete or correct incomplete data with gaps in care analysis and other reporting tools.
- Leverage our superior MIPSpro Analytics tool as an **add-on** to MIPSpro, to create custom reports across practices and organizations.
  - Roll-up and drill-down with ease into patient cohorts, provider group performance and comparisons across the entire organization, outliers, and other criteria to proactively monitor and impact care that can improve your score.
- Work with our support team to prepare for submission with performance reviews as needed.
- Review progress throughout the reporting year.

4

### SUBMISSION

**Mutual clients will:**

- Finalize data and participation method for best score.
- Submit early and often with MIPSpro's real-time submission and submission validation.
- Review score preview with customer support as needed to maximize the accuracy of results. (as needed).

5

### POST-SUBMISSION

- Debrief annually with your account manager to review reporting goals and system features, discuss best practices, and ensure client satisfaction moving forward.
- Share product and program feedback about the previous reporting year.
- Enable mutual clients to review final performance feedback with the support team and access targeted review support if needed.