



CUSTOMER STORY

How Fenyx Health Went From Onboarding to HEDIS® Submissions in Under 90 Days

Company: Fenyx Health

Type: Employer-Sponsored Health Plan

Success: Completing onboarding and their first-ever HEDIS® submission on time in less than 90 days.

[Fenyx Health](#) is a new employer-sponsored health plan offering Medicare Advantage Medical Savings Account (MSA) plans to a small but growing member base. Like many new plans, they faced a series of “firsts” – including their first HEDIS reporting season.

The challenge? Their team had little hands-on HEDIS experience and sought guidance on where to begin. With Q1 already underway and a June submission deadline looming, they urgently needed to find a partner with extensive HEDIS experience.

After talking it over internally, Fenyx Health chose Inovalon's [Converged Quality™](#) as its HEDIS solution. With hands-on support from Inovalon's professional services team, Fenyx Health successfully hit its submission deadline.



Onboarding in the Fast Lane

Fenyx Health needed to move quickly and began searching for a reputable vendor in the HEDIS data ingestion, measurement, and scoring output space. Failure to submit their HEDIS data on time could have resulted in financial penalties. Kristy Yohey, Vice President, Strategic Partnerships at Fenyx Health, stated that Inovalon was their first call, based on their leadership's prior experience, Inovalon's credibility in the market, and the flexibility/adaptability from a contractual needs standpoint.

Once the partnership was finalized, the onboarding and training process for Converged Quality started almost immediately. Yohey said the introductory call with the onboarding team laid clear expectations for submission deliverables, timelines, and who to contact with questions.

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From that point on, Fenyx Health was up and running.



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- Kristy Yohey, Vice President, Strategic Partnerships, Fenyx Health

Taking a Hands-On Approach

At a newer plan, staff often wear many hats, and time is a limited resource. “Most of us who are in these roles, we’re all running 100 miles per hour plus,” Yohey said.

Time became even more precious for the staff as they balanced their daily duties with learning new processes and software.

While Inovalon offers a robust library of instructional videos and tutorials, Yohey explained that she didn’t have time to review them all and preferred to learn by doing. Instead, she and her Inovalon professional services manager adopted a hands-on approach. Over several weeks, they scheduled regular meetings to explore Converged Quality and held impromptu calls whenever the Fenyx Health team needed assistance or wanted to share ideas.

“I would literally call her like concierge support,” Yohey said about her professional services manager. “It was beck and call.”

This real-time, practical learning method kept Fenyx Health on track to meet its deadline.

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A New Sense of Confidence

After a whirlwind first half of the year, Fenyx Health, with the help of Converged Quality and Inovalon's experts, was able to submit all its estimated 82 members for Measurement Year 2024 on time.

Despite being a crash course in HEDIS data reporting, Yohey viewed the experience as positive. It gave the team visibility into the key aspects of the reporting process, insights that will prove essential as their membership has now grown to nearly 400.

"If anything, the level of confidence in our process and our data, and the opportunity that we have for improvement to organize data better, has been a significant value," Yohey said.



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INO-25-1067