



Sutherland Risk SignalQ

Health Risk Adjustment Solution

Your Medicare Advantage Plan Is Leaving Money on the Table.

We Know Exactly Where to Find It.

CMS has fully implemented HCC Model V28. RADV audits now target every eligible Medicare Advantage (MA) plan annually. At the same time, data continues to show that a significant percentage of MA members have at least one valid, undocumented HCC — representing missed revenue opportunities hidden within existing populations.

Running a manual, fragmented risk adjustment program in this environment is not just inefficient; it is financially unprofitable and exposed to CMS Audit Risk.

Sutherland's Answer:

Sutherland's Risk SignalQ solution combines AI-powered analytics, NLP-driven clinical coding, and 20+ years of healthcare operations expertise to build a risk adjustment program that is precise, productive, and audit-ready.

Beyond Legacy Benchmarks

While traditional solutions benchmark against your past performance, RiskSigma IQ delivers AI-powered county, member, and diagnosis-level insights that help health plans uncover hidden revenue, strengthen provider performance, and proactively manage market-specific growth risk dynamics at scale.

100% Chart Coverage

Our AI doesn't review a sample. It analyzes every chart. NLP-driven coding achieves 93% accuracy with MEAT documentation built in. Coders review only charts with new HCC opportunities, driving 5-10x productivity improvement and flagged audit risk.

RADV-Ready from Day One

Every HCC submission includes a full audit trail and supporting documentation. RADV readiness is not a bolt-on — it is a core feature of every program we run.

\$800–\$2,400

Incremental Revenue PMPY

25%

RAF lift

5-10x

Coder Productivity Gain

93%

AI Coding Accuracy

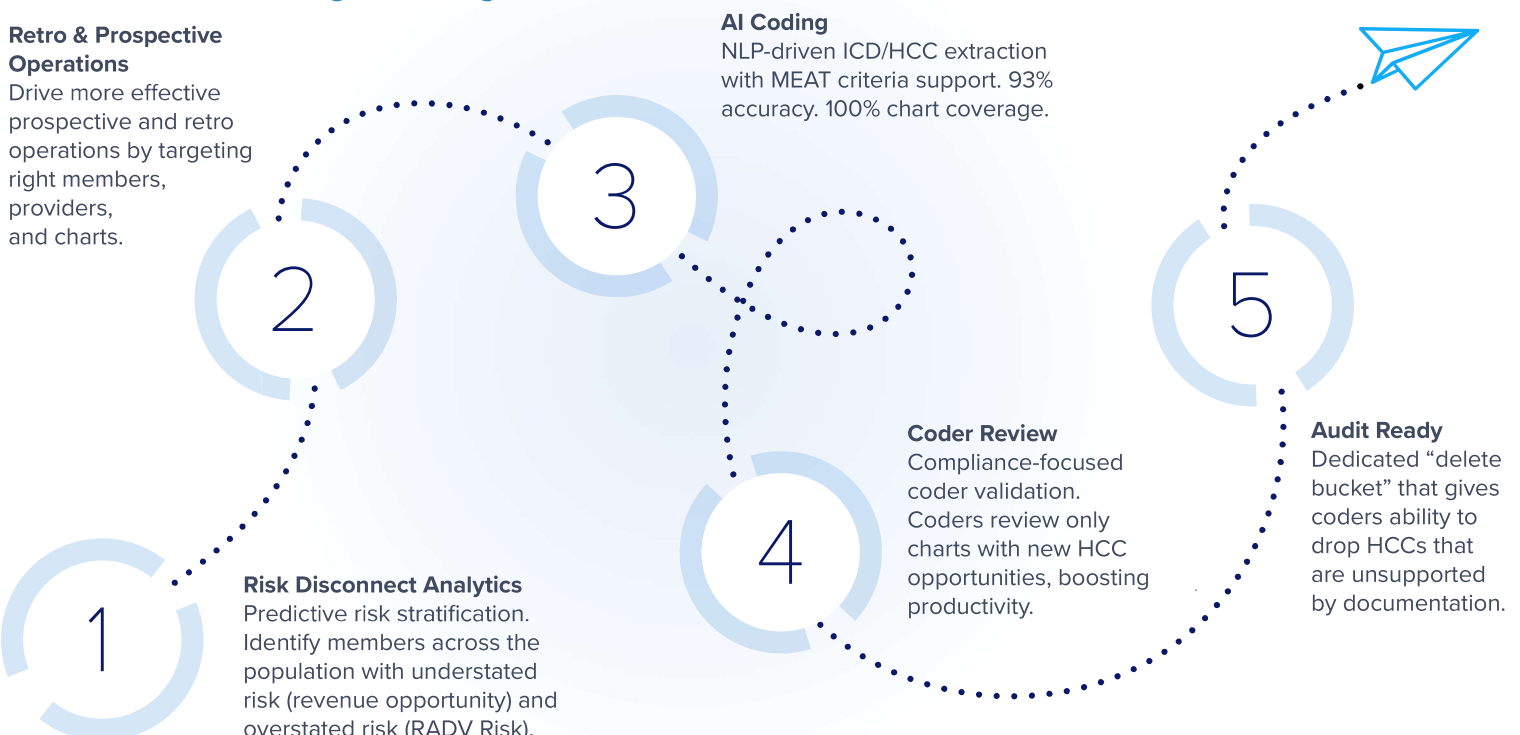
+\$64M

Revenue Impact Delivered

How It Works: Five Integrated Stages

Retro & Prospective Operations

Drive more effective prospective and retro operations by targeting right members, providers, and charts.



Why Health Plans Choose Sutherland's Risk SignalQ Solution?

The traditional risk adjustment model was built for a different era. Sutherland has re-engineered every dimension of the program:

Traditional Approach	Sutherland's Risk SignalQ Solution
Analytics based on historical HCC capture	Proprietary analytics that assign "true risk" and indentify members with understated and overstated risks
Reviews a sample of charts manually	AI analyzes 100% of charts for HCC opportunities
Medical coders spend hours per chart on full reviews	Focused 10-15 minute reviews on high-yield encounters only
Pharmacy and lab data underutilized	Multi-source analytics: medical, pharmacy, lab, BH, SDOH
Retrospective only, limited prospective value	Supports retrospective, concurrent, and prospective programs
RADV readiness is an afterthought	Audit-ready documentation workflows built into every step
Low coder productivity, high cost per HCC	5-10x productivity improvement through intelligent prioritization
Limited visibility into program performance	Configurable real-time dashboards and analytics

The Sutherland Difference: **Solution, Not Just Software**

Unlike most service providers, Sutherland offers a digital outcome-based partnership. We bring together the technology, clinical operations talent, and healthcare domain expertise in a single, outcome-accountable engagement model.

11,000+ healthcare professionals	20+ years with top MA payers	15 dedicated healthcare delivery locations	V28 calibrated analytics engine
100+ long-term healthcare clients	85+ NPS score	Outcome-based partnership model	RADV-ready documentation by design

Artificial Intelligence. Automation. Cloud Engineering. Advanced Analytics.
For Enterprises, these are key factors of success. For us, they're our core expertise.

We work with global iconic brands. We bring them a unique value proposition through market-leading technologies and business process excellence. At the heart of it all is Digital Engineering Services – the foundation that powers rapid innovation and scalable business transformation.

We've created 363 unique and independent inventions, 250 of which are AI-based and rolled up under several patent grants in critical technologies. Leveraging our advanced products and platforms, we drive digital transformation at scale, optimize critical business operations, reinvent experiences, and pioneer new solutions, all provided through a seamless "as-a-service" model.

For each company, we provide new keys for their businesses, the people they work with, and the customers they serve. With proven strategies and agile execution, we don't just enable change – we engineer digital outcomes.