

How One MSO Increased Shared Savings by 171% and Cut Medical Costs by 32%

A DxInsight™ and GapCheck™ Customer Success Story



Overview

Cary Medical Management (CMM), a management services organization supporting multiple primary care clinics, faced a familiar operational challenge: how to scale value-based care without overwhelming staff or sacrificing documentation accuracy. Before implementing the DxInsight™ and GapCheck™ solutions, CMM had to navigate seven different ACO portals—each with separate logins, workflows, and reporting requirements. The organization dedicated three full-time employees just to portal management, yet they could only focus on the two contracts with the highest patient volume. Logging in, extracting diagnosis and care gap data, entering it into the EHR before the visit, and manually reporting gap closure afterward was time-consuming, duplicative, and error-prone.

CMM isn't alone. Across the industry, fragmented data, manual processes, and portal fatigue have made it increasingly difficult for physician practices to embed value-based care into clinical workflows—let alone scale it across contracts.

"It's hard to fully quantify the operational impact because the reduction in manual workflows touched so many people. We went from 20 people trying to log into ACO portals to an automated process that requires barely one FTE. That's scale."

Cliff Tse
VP of Business Development
Cary Medical Management

The Problem

CMM needed a way to:

- Reduce the operational burden on clinic staff and providers.
- Improve provider engagement with value-based care activities.
- Scale participation in risk-based contracts without expanding headcount.
- Increase the accuracy of diagnosis coding and care gap closure to optimize shared savings and RAF scores.
- Standardize workflows across clinics to reduce variation and reliance on paper-based processes.

The Solution

To address these challenges, the Smartlink Health team collaborated closely with CMM's population health management team to co-develop and implement DxInsight™ and its complementary solution, GapCheck™. The solutions were designed to present diagnosis and care gaps directly within the EHR workflow, eliminate manual processes, and support consistent compliance across contracts.

Unlike other solutions that flood providers with duplicative data from payer and ACO portals, DxInsight and GapCheck apply point-of-care intelligence to ensure that only clinically relevant gaps are surfaced—within the EHR—at the time of the patient visit.

DxInsight intelligently compares diagnosis information across portals, the EHR, year-to-date closed claims, and HIE feeds. It auto-confirms previously addressed conditions and surfaces only true gaps—ensuring providers see a complete and accurate picture during the encounter.

GapCheck applies the same intelligence to care gaps. Rather than requiring staff to log into external systems or manually reconcile data, it identifies open care gaps, cross-references them with existing documentation in the EHR, and

automatically confirms resolved gaps before the provider even sees them. When a care gap is confirmed by the provider during a visit, associated orders—such as mammograms or colonoscopies—are automatically generated within the EHR to support follow-up. And just like DxInsight, results are automatically transmitted back to the originating portal, eliminating manual data entry by clinic staff.

Critically, while DxInsight and GapCheck function as EHR overlays like other point-of-care solutions, their differentiator lies in Smartlink’s deep integration capabilities. The platform is powered by Smartlink’s patented Smartlink Data Connector (SDC), which enables deep bidirectional integration across more than 90 EHRs—without vendor involvement. SDC can extract and insert virtually any data type—diagnoses, documents, notes, images, messages, and tasks—via API, HL7, or the EHR user interface. This allows DxInsight and GapCheck to automate manual workflows like order generation and updates to the progress note—all without disrupting the provider’s clinical flow.

The Results

ACO PERFORMANCE IMPACT

- DxInsight was recognized by CMM leadership as playing a critical role in the organization’s ACO performance.
- Between 2023 and 2024, CMM’s shared savings increased from \$700,000 to \$1.9 million—a 171% increase.
 - CMM achieved a 32% total medical cost reduction across three national payer contracts.

REDUCTION IN ADMINISTRATIVE BURDEN

- CMM reduced its staffing needs from the equivalent of 3 full-time employees to a fraction of 1, saving over \$150,000 annually in direct staffing costs associated with ACO participation (based on loaded FTE cost estimates).
- Manual workflows—once required for all 30+ providers—are now only used by three providers who opted for paper-based workflows.
- Clinic staff no longer need to toggle across five separate ACO portals to close quality gaps or confirm diagnoses.

IMPROVED PROVIDER ADOPTION

- Providers at clinics like Generations Family Practice and Rocky Mount Family Medicine have embraced the use of the solution, reporting increased compliance and ease of use.
- As of Q1 2025, risk assessment scores have trended upward across Blue Cross MA, Commercial, and MSSP populations, indicating better documentation and coding.

Together, DxInsight and GapCheck allow:

Diagnosis and care gap closure during the patient visit, within the EHR workflow—no toggling between systems or post-visit tasks required.	Auto-confirmation of previously resolved diagnoses and care gaps based on data already documented in the EHR, year-to-date claims, and other sources—so providers only see what’s truly needed.	Automatic addition of diagnosis and procedure codes to the progress note so providers don’t have to do duplicate work.
Automatic generation of associated orders (e.g., mammograms, colonoscopies) for confirmed care gaps—eliminating the need for manual entry.	Bidirectional updates to ACO and payer portals, removing the need for administrative staff to upload or attest to gap closure manually.	Consistent workflows across contracts and EHR environments, allowing CMM to scale participation in value-based care without increasing staffing or complexity.

With DxInsight and GapCheck, CMM didn’t just streamline workflows—they created a scalable model for value-based care performance. By embedding actionable data into the provider workflow and automating manual work for providers and clinic staff, these solutions enabled CMM to reduce administrative overhead, improve coding accuracy, and maximize shared savings without adding staff.