



Quality Performance for ACOs & Practices

Where Quality Data Meets Point-of-Care Action.

Built by operators who have scaled successful ACOs and independent practices.

SmartOps Health closes the operational gap between what quality data shows and what actually happens at the point of care. We give ACOs and affiliated practices the tools, campaigns, and hands-on support to turn open care gaps into completed actions across MSSP, ACO REACH/LEAD, MIPS, HEDIS, MA Star Ratings, and commercial quality programs.

THE EXPERIENCE BEHIND THE PLATFORM

Not a software company that discovered healthcare.

10+

Years as MSSP ACO administrator

100%

CMS quality score achieved

#8

National ACO savings ranking, 2022

Top 25%

Quality performance, all program years

Victoria Farias helped build and administer one of Texas's first MSSP ACOs, growing it into one of the highest-performing in the country. She has managed eCQM submissions, GPRO reporting, quality registry relationships, MIPS and CAHPS reporting, population health analytics, provider education, and ACO REACH/LEAD advisory and reporting engagements. She also ran a patient fund inside the ACO that delivered meals, mobility equipment, and social support to patients who needed them.

WHAT SMARTOPS HEALTH OFFERS

Five solutions across the full gap closure lifecycle.

- Quality Intelligence Widget** Consolidates care gap data from MSSP, ACO REACH/LEAD, MIPS, HEDIS, and commercial payers into one unified staff worklist. Eliminates the multi-portal workflow. POC prototype available now.
- SmartOps Campaigns** Targeted gap closure campaigns built around patient motivation profiles. Outreach sequenced to the right patient type at the right moment. Especially effective for hard-to-close measures like depression follow-up and BP control.
- Ambient Patient Engagement** Smart physical and digital touchpoints embedded in patients' daily environments. Connected QR entry points in waiting rooms, exam rooms, and patient homes create frictionless on-ramps to care actions.
- Practice Performance Consulting** Hands-on support for ACO-affiliated practices struggling to hit benchmarks. Workflow assessment, documentation gap remediation, staff training, registry coordination, and embedded operational support.
- Care Beyond the Clinic** Pairs patient motivation profiling with low-cost social interventions grounded in the Medicare Advantage supplemental benefits framework and the evidence on social prescribing.

THE PROBLEM WE SOLVE

Most quality tools stop at reporting. We are built for what happens next.

The PHQ-2 gets completed. The follow-up plan never gets documented. The colonoscopy gets referred. The result goes untracked. These are not clinical failures. They are operational ones, and they are exactly where quality scores collapse. SmartOps Health is designed for the space between what the data shows and what actually happens at the point of care.

One worklist, every payer.

No more five-portal workflow for care coordinators and front office staff.

Outreach that fits the patient.

Motivation-profiled campaigns that meet each patient where they are.

Care triggers in daily life.

Smart ambient touchpoints that make the next step effortless.

Operators, not just advisors.

Consulting from someone who has done this work at scale, in an ACO.

QUALITY PROGRAMS WE WORK ACROSS



MSSP

Medicare Shared Savings Program



ACO REACH

Realizing Equity, Access & Community



MIPS

Merit-based Incentive Payment System



HEDIS

Commercial & Medicaid Plans



MA Stars

Medicare Advantage Performance



Commercial

Payer Quality Programs

See it in action. 15 minutes is all it takes.

The quality widget prototype is built and available for live demonstration.

(210) 760-1794 · victoria@smartopshealth.com · smartopshealth.com