

From Guesswork to Growth: How Pancare Unlocked \$1M+ in VBC Potential with Syntax

Pancare is a mission-driven, community-based health center serving Northwest Florida. With a longstanding commitment to expanding access to quality care—particularly for Medicaid and Medicare Advantage members, Pancare has steadily expanded its footprint in value-based care (VBC). By 2024, the organization was engaged in several risk-sharing and pay-for-performance agreements. But despite its dedication to VBC, Pancare lacked a clear picture of how each contract was performing, where real earning potential existed—and which agreements were worth the operational effort.

Challenge

At the time of engagement, Pancare was active in three major value-based arrangements:

- **Contract A (National Medicare Plan):** Pancare was investing weekly clinical time, but aggressive thresholds and unclear attribution limited upside potential.
- **Contract B (Regional Blue Plan):** Program elements including attribution, cost terms, benchmarks, and overall payout methodologies were unclear. No clear ROI or understanding of how to earn incentives.
- **Contract C (National Medicaid Plan):** Earning potential was unclear and lacked clarity on which measures and engagements to focus on. Multiple incentives existed, but the team was overwhelmed—unsure where to focus or how to start.

Across all three contracts, the team lacked:

- Line of sight into real performance drivers
- A way to compare upside potential across plans
- Strategic guidance on where to invest time and clinical resources

Solution

Syntax conducted a comprehensive analysis of Pancare's three active contracts, modeling performance across Medicare, Medicaid, and regional commercial plans.

Syntax identified over \$1M in potential earnings, including \$70K in missed incentives due to misunderstood terms.

The analysis also uncovered structural design elements that limited shared savings and guided Pancare to redirect focus toward its most valuable payer relationships.



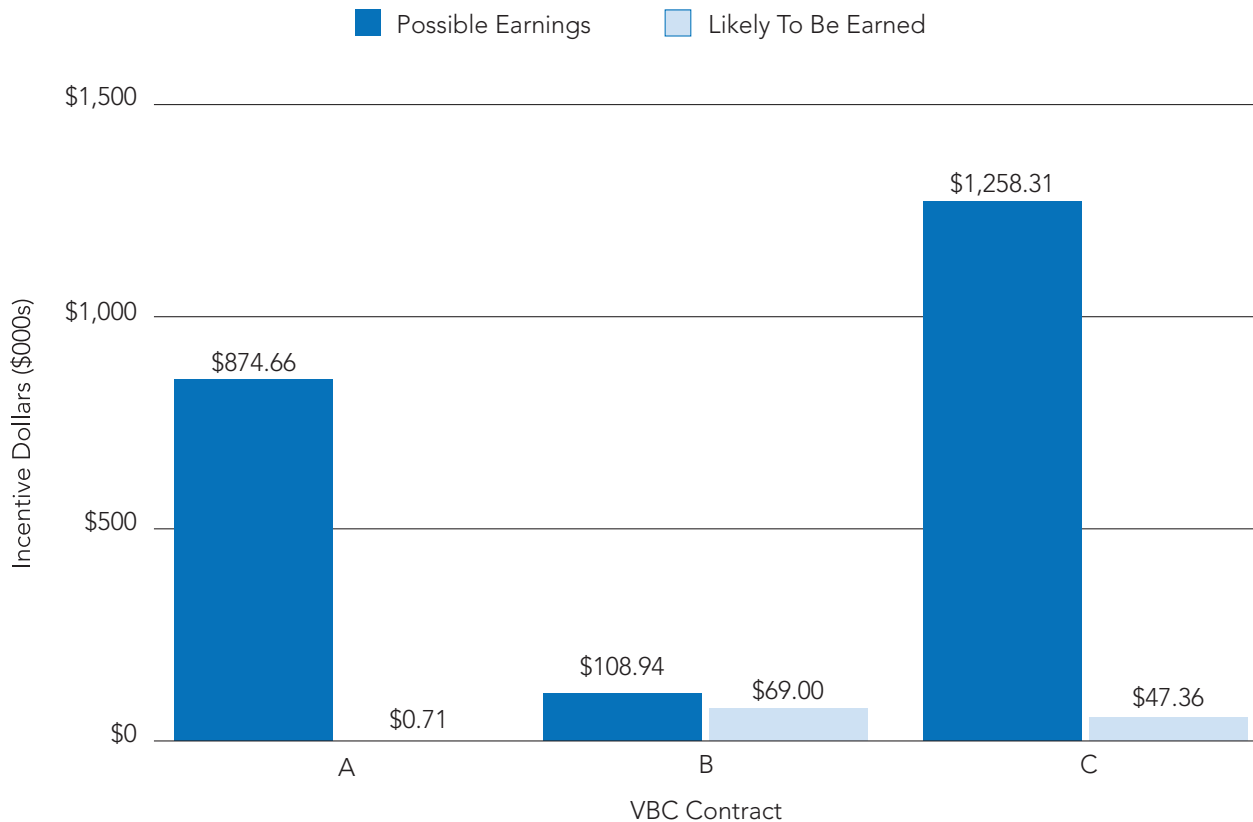
"Once they came on board, Syntax was able to immediately identify potential incentive opportunities and then provided guidance on how to pursue those dollars. Syntax not only uncovered \$70K in missed incentives—they also showed how contract design was limiting our ability to align quality and financial outcomes. Their modeling helped us prioritize our resources toward the contracts with the highest financial value."



Joe Derry
Former CFO, PanCare

Early Wins: Realigning VBC Strategy

PanCare VBC Contract Performance: Earnings Potential vs. Realization



\$1M+ in Earnings Potential

Only 3% expected to be realized under current conditions.



\$70K Recovered

Missed incentives uncovered due to misunderstood terms.



Three Contracts Modeled

Medicare, Medicaid, and a regional Blue plan.



Strategic Focus Realigned

Teams shifted effort away from low-return contracts and focused on maximizing value.



"We had passionate clinical teams working hard across all our value-based contracts, but we lacked the strategic insight to guide that work effectively. Syntax gave us the operational focus we were missing—clear comparisons across plans, insight into performance drivers, and the tools to focus our energy where it will make the biggest difference."

Alex Veras, COO, PanCare