How We Identify and Provide Care for the Highest-Need Health Plan Members

1. IDENTIFY THE RIGHT MEMBERS
   - Apply proprietary predictive model to historic claims and demographics.
   - Score members by likelihood to have future chronic condition-related cost.
   - Agree on baseline cost, measure performance against baseline.

2. APPLY CLINICAL PATHWAYS FOR CHRONIC CONDITIONS
   Assess and document member needs, provide personalized care for all disease states.
   - Cardiovascular Disease
   - Chronic Lung Disease
   - Chronic Kidney Disease
   - Diabetes
   - Mental Health

3. DELIVER COMPREHENSIVE HOUSE CALLS SOLUTION
   Cultivate the people, processes, and systems to execute with rigor and accountability.

PEOPLE
- Robust hiring, onboarding, training academy, talent development.

PROCESSES
- Coordination with existing providers, member engagement, integrated workflows, goals & metrics.

SYSTEMS
- EHR integration, accurate coding & documentation, CRM & routing, advanced analytics.