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.

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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.

Physician-led, Multidisciplinary Care Teams

Social Work, Behavioral Health

Medication Adherence

Risk Adjustment & HEDIS

Palliative Care

Transitions of Care

24/7 Support

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.

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