

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.



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.