INFOMC HEALTH



Enterprise Care & Utilization Management Platform

Personalized care and utilization management to improve outcomes, optimize quality, and reduce costs

InfoMC Health's Enterprise Care Management platform, incedo**8**, helps heath plans collaborate across interdisciplinary care teams and community providers to optimize and personalize treatment plans so they can remove barriers, smooth transitions and deliver quality care for even the most complex individuals. The platform enables integration across care and utilization management to ensure at-risk members get the care they need while preventing unnecessary treatment to improve member outcomes with timely, appropriate, and cost-effective care. Our solution provides configurable automated workflows to streamline business processes and communication to make care more efficient and effective.

The incedo**8** platform helps you improve outcomes and quality of care across all populations and risk factors. Fully pre-configured based on the CMS Special Needs Plan (SNP) model of care, incedo**8** can also be personalized to support your specific care model so you can efficiently identify and address the distinct needs of each individual you serve and measure your success to ensure quality performance and compliance.

A Flexible, Modular, Whole-Person Approach to Care

The incedo**8** platform offers a comprehensive, integrated technology ecosystem that enables a whole-person care approach addressing the physical, behavioral, and psycho-social needs of diverse populations to address all issues that impact a member's health. The platform can be used as a standalone care management or utilization management solution or integrated across care and utilization management and/or medical and behavioral health administration to eliminate siloes and support organizational requirements.



Our solution is designed for configurability, enabling you to personalize your implementation to meet your unique assessment, workflow, program, and reporting needs without the need for vendor assistance or programming knowledge. This approach enables you to be more agile, adapt quickly to changing business and regulatory requirements, and scale to address new and growing membership, programs, and populations.

INFOMC HEALTH

infomchealth.com

Feature	Impact of Using incedo8 Enterprise Care Management
Collaboration & Communication	• **Collaboration across medical, behavioral, and community providers**, and patient's personal support network for more informed decision-making and seamless care transitions • **Optional full integration** across care and utilization management and with medical and behavioral health administration eliminates information siloes
Effective care Management	• **Population analytics/risk stratification** for identification of high-risk, high-need and high-cost members and automatic referrals into care management program • **Comprehensive 360° member-centric view** aggregates the complete patient history, including hospitalizations, discharges, and the full range of lab, pharmacy, authorizations, diagnosis and procedure information to support continuity of care • **Client-configurable clinical alerts** remind users of required actions to close gaps in care and address other performance metrics, with drilldown to facilitate outreach • **Personalized auto-generated care plans** based on the completed Health Risk Assessment, integrated across medical, behavioral and social health factors and including the member's unique concerns, goals and barriers • **Auto-generated workflows and tasks** facilitate handoffs and speed turnaround times to prevent fragmented care and support compliance with timelines and due dates • **Closure of gaps in care** optimizes Star and value-based contract revenue and improves targeted care quality outcomes • **Extensive library** of evidence-based interventions, goals, and measures address issues typical for complex populations
Optimized Utilization Management	• **Rules-based automated prior authorizations** speed turnaround times, prevent treatment delays and support compliance • **Automated configurable workflows** support industry-standard authorization process from request and review to determinations and member/provider communication • **Integrated decision support** including Interqual, Milliman, and client-specific guidelines to improve care quality and consistency • **Complete complaints, grievances and appeals** management to improve member experience
Interoperability and Security	• **Robust interoperability** and integration with key systems such as EHRs, HIEs, data warehouses, external analytics, business intelligence tools, portals, and more • **Support for the highest security standards** with role-based security and certifications for safeguarding member PHI, including HITRUST, MARS-E, NIST and SOC 1 Type 2 and SOC 2 Type 2 • **Multiple APIs and API framework** enable efficient and compliant data exchange
Quality and Compliance	• **Customizable data capture** and flexible reporting for specific business needs to optimize performance • **Workflow alignment by program with CMS, NCQA, URAC, and state requirements** so you can proactively monitor and manage requirements and ensure compliance • **Out-of-the-box suite of reports** and dashboards covering care management, clinical, and utilization
Member and Provider Engagement	• **Complete member event and contact tracking**, including call center and robust letter functionality, provides a comprehensive record for reporting and audits • **Member engagement** with assessments, screening tools, targeted interventions, and education supports health and wellness and engages members in their own care • **Automated alerts** support reminders and prevent missed appointments • **Secure, dedicated provider portal** improves communication and provider self-service for member management, eligibility, prior authorizations, and information exchange

© InfoMC Health, Confidential and Proprietary