INFOMC HEALTH



Managed Long-Term Services & Supports (MLTSS) Solution

Optimize your MLTSS program to effectively manage your complex populations

InfoMC Health's incedo**8** platform drives operational and financial efficiencies through highly configurable capabilities that enable MLTSS plans to effectively manage the evolving needs of members with complex care requirements. By streamlining assessments, service authorizations and adjustments, and care coordination across medical, behavioral, and social supports, incedo**8** helps clinicians and care teams work more efficiently and support better member outcomes.

With incedo8 MLTSS plans can:

- **Manage the complex support services** for individuals throughout their course of care
- **Efficiently determine the appropriate units and frequency** based on the member's needs
- **Ensure accuracy of authorizations** and reduce reviewer's effort in submitting the request
- **Streamline adjustments to authorized services** to respond to the patient's ever-changing care needs
- **Improve collaboration** across care team and support services
- **Facilitate the many transitions** that occur over the course of a member's care
- **Manage turnaround times** across all programs for review, approval, correspondence, and other activities
- **Optimize financials** by covering and paying only necessary and appropriate services
- **Meet quality measures** for assessment, reassessment, and care plan updates
- **Simplify adjustments in care** for permanent or temporary life changes

Features for MLTSS Plans:

Intuitive wizard for managing extension/reduction, resumption/suspension, or termination of services

Built-in calculator that solves for service units or duration based upon the frequency and type of service

Customizable automated workflows for maintaining compliance across all lines of business

Standard and customizable letters with the ability to include authorizations with multi-service lines

Grievance and Appeals module for tracking reports of critical incidents, grievances, and appeals

Role-based security for all care team members, providing access to a unified record encompassing the care plan and services

Streamlined automated workflows for concurrent review

484.530.0100 sales@infomc.com www.infomchealth.com