INFOMC HEALTH



Medicaid Managed Care Solution

Manage complex populations, streamline operations, and improve care coordination across Medicaid programs

InfoMC Health's incedo**8** platform helps Medicaid managed care organizations manage diverse member populations and complex program requirements through integrated care and utilization management. Connecting medical, behavioral, and social needs through a shared member record, incedo**8** enables teams to coordinate services, automate workflows, and meet evolving state and federal requirements. Its highly configurable capabilities provide the flexibility Medicaid plans need to improve operational efficiency, manage costs, and support better member outcomes.

With incedo8, Medicaid plans can:

- **Coordinate whole-person care** across medical, behavioral, and social needs
- **Reduce administrative burden** through automated workflows and streamlined processes
- **Streamline prior authorizations** with automated routing, clinical reviews, and turnaround-time monitoring
- **Support transitions of care** across inpatient, outpatient, behavioral health, and community settings
- **Manage diverse Medicaid populations** including MLTSS, LTSS, I/DD, and dual-eligible members with complex care and support needs.
- **Improve member engagement** through personalized outreach, follow-up, and care plan activities
- **Improve care coordination** across providers, community organizations, and support services
- **Identify and prioritize high-risk members** through assessments, risk stratification, and targeted interventions
- **Support state and federal compliance** with configurable workflows, reporting, and audit-ready documentation
- **Strengthen program oversight** with reporting, dashboards, and visibility into quality and operational performance

Features for Medicaid Managed Care Plans:

Integrated Care Management
Member assessments, person-centered care plans, and coordinated interventions

Automated Utilization Management
Prior authorization workflows, clinical review routing, and turnaround-time tracking

Population Health & Risk Stratification
Identification of high-risk members, care gaps, and targeted interventions

Behavioral Health Integration
Coordinated medical and behavioral health services through a shared member record

State-Specific Program Configuration
Flexible workflows supporting Medicaid populations, benefits, and contract requirements

Compliance & Reporting
State and federal regulatory reporting, quality measures, and audit-ready documentation

Analytics & Performance Monitoring
Configurable dashboards, operational metrics, and actionable program insights

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