

Incorporate key data elements to improve care management

Care Management Service

A structured approach to serve high-risk, high-cost patients

With a data-driven approach to care management, accounting for population stratification and risk scores, your organization can take a structured approach to assigning members to specific clinical health management. You can identify members with chronic conditions and avoid costly hospital admissions and care by coordinating timely and essential services for members.

The Gainwell Care Management Service strikes the balance between improving quality and reducing total cost of care. It uses data derived by proven, industry-standard COTS products, such as the Johns Hopkins ACG System and inclusive of administrative and clinical information, to achieve these ends — all without creating an additional resource burden on your agency. Because we recommend targeted as opposed to across-the-board, one-size-fits-all interventions, the cost of administration is reduced and the ability to realize a positive return on investment (ROI) is greatly enhanced.

Limiting this technique to services that the data reveals as high-cost and high-use not only reduces the administrative footprint and service cost, but also improves provider relations. Prior authorization, as an example, can be an administrative burden for stressed provider practices.

Part of our Medicaid Management Solutions, Care Management Service is one of a set of interoperable modules characterized by automation, standardization and process maturity. It provides a seamless process to interface with states' other systems, optimizes workflows and simplifies reporting.

Data-driven care management

We automate many clerical tasks — including clinical decision support via integrated medical care guidelines, policy edits and exception notification — with real-time workflow management. To minimize data entry and support the integration of medical care documentation for care plans, you can attach medical documents and images to individual case records,



Benefits

- Leverage data-driven approach to care management
- Use targeted intervention
- Reduce administrative costs
- Improve modularity and interoperability
- Meet federal CMS standards

#1

Provider of Medicaid Services

2.4M

Providers engaged daily

~48M

Medicaid members covered

Gainwell is a leader in providing states and their Medicaid beneficiaries with advanced technology that facilitates cost savings while delivering performance efficiencies and enabling better care.



including service authorization requests and utilization management (UM) recommendations. You can keep care plans and UM management service requests up to date thanks to the solution's integration with the Fast Healthcare Interoperability Resources (FHIR) specification.

Each data element becomes part of a member's care plan. Care managers can use the information to check for potential barriers to care, such as a lack of reliable transportation, and to manage patient outreach, care coordination, care planning and patient education to avoid acute care admissions. Also, the data can be used for prior authorization and concurrent review to reduce overutilization of services and prevent payment for services that are not medically necessary.

Our Care Management improves the timeliness of care services (scheduling services, monitoring pharmacy utilization and helping the member resolve care access problems), thereby reducing the need for emergency care and other higher-cost services.

The solution also pushes notifications, email and other outreach tasks to both members and providers, letting them know of case plan status changes, service authorizations and other information.

Support for specific populations

The services we offer for our Care Management solution accommodate your state's unique population characteristics, as well as those of other specific groups across the United States. These represent the confluence of local cultures, immediate circumstances and social determinants of health.

We support your agency with business processes that drive culturally competent health education and outreach for care coordination with Tribal Health Services and provide language services for non-English speaking Medicaid members, for example.

Contact us at
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About Gainwell Technologies

Gainwell is the leading provider of technology solutions that are vital to the administration and operations of health and human services programs. Gainwell is a new company with over 50 years of proven experience, a reputation for service excellence and unparalleled industry expertise. Gainwell offers clients scalable and flexible solutions for their most complex challenges. These capabilities make Gainwell a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more about Gainwell at gainwelltechnologies.com.