



Care Management



Streamlining Healthcare Workflows for Better Care Coordination

Effective population health management enhances engagement and leads to improved outcomes. However, delivering the comprehensive care that members need, while also minimizing unnecessary and high-cost events, requires an interoperable care management system that delivers the right information at the right time.

Gainwell's advanced Care Management ecosystem strikes the balance between improving quality and reducing the total cost of care while keeping a member's health at the forefront. Built on a solid foundation of automation, standardization and mature processes, our platform includes nine modules and supporting functionality that empower all care management workflows and can be incorporated at launch or added as needed.

Modules

Case Management: Seamlessly manage interdisciplinary care teams, while performing individual member assessments and monitoring interventions.

Utilization Management: Monitor prior authorizations, inpatient stays and concurrent and retrospective reviews.

Population Management: Manage your population to identify risk levels and target "at risk" populations for intervention.

Appeals and Grievances: Manage authorization denials, payment issues and other types of appeals and grievances.

Customer Service: Provide a one-stop shopping tool for customer service representatives.

Business Intelligence: Gain insight into care management activities through a highly configurable reporting dashboard.

Mobile Care Management: Empower interdisciplinary care teams to efficiently provide continuous patient care in any setting, online or offline.

Provider Portal: Enable electronic submission of authorization requests.

Fax Management: Receive and automatically route authorizations, appeals or grievance cases from inbound faxes to the appropriate work queue.

Key Benefits

- **Member-centric view.** Streamline care coordination with a comprehensive single-member view that pulls input from multiple data sources and easily integrates with predictive analytics solutions.
- **Flexible workflows.** Create workflows at the population, plan and member levels and gain greater insights through the creation of ad-hoc queries and reports.
- **Intuitive design.** Increase productivity with modern, user-friendly and secure interfaces that simplify the user experience.
- **Streamlined implementation.** Reduce risk through collaboration with our expert team, which can support pre-launches and provide installation guidance and system training.



Gainwell Technologies is the leading provider of digital and cloud-enabled solutions vital to the administration and operations of health and human services programs. With more than 50 years of proven experience, Gainwell has a reputation for service excellence and unparalleled industry expertise. We offer clients scalable and flexible solutions for their most complex challenges. These capabilities make us a trusted partner for organizations seeking reliability, innovation and transformational outcomes.



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