

Cost Containment & Care Quality

Care Management

White Paper: Evaluating
Next-generation Software





The Care Management Challenge

Care management is more challenging today than ever before. Health plans and state Medicaid agencies face several trends, including:

Providing value-based care delivery and reimbursement

Value-based care means preventing care gaps, identifying admission risks, reducing clinical variation and conforming to value-based compliance measures. To succeed, organizations must have access to advanced analytics generated from a shared infrastructure of applications and data.

Addressing non-medical determinants of health

State agencies and health plans are now focused on social determinants of patient health, such as employment, income, education and family circumstances. They are also concerned with patient behaviors like exercise, alcohol and tobacco use and environmental factors like housing, transportation and water quality.

Generating data analytics to support risk contracts

As healthcare organizations enter risk-bearing arrangements, they must integrate core clinical and financial datasets. This forms the foundation for basic cost analysis and risk stratification. Advanced analytics are also required to identify patient populations for targeted interventions.



In light of these developments, care managers now face heavier case loads. They must handle both operational delivery for more patients, while also supporting strategic initiatives like improving patient health outcomes and reducing medical and administrative costs. Care managers are at the heart of coordinating services across the patient care continuum—it's not an overstatement to describe them as “care traffic controllers.” To be effective, care managers need streamlined care coordination tools, visibility into patient risk and flexibility to meet NCQA standards and regulatory requirements.

In response to these demands, many health plans are adopting and changing care management systems. Finding the right solution, however, isn't always easy.

In this buyer's guide, we'll explore five considerations for evaluating next-generation care management software. A modern care management solution enables health plans to take a proactive and hands-on approach to engaging members, targeting at-risk populations with appropriate interventions and reducing costs with actionable analytics.

1. A Comprehensive Single-member View

Next-generation care management systems offer care managers a consolidated 360° view of members. Care managers can access high-level information about a patient, as well as detailed information such as cost and utilization data, lab results, pharmacy records and more. This degree of visibility provides holistic insight to help manage outcomes across the care continuum, enabling care managers to quickly identify and address gaps in care.

Gainwell's Care Management solution provides a comprehensive member snapshot that helps care managers:



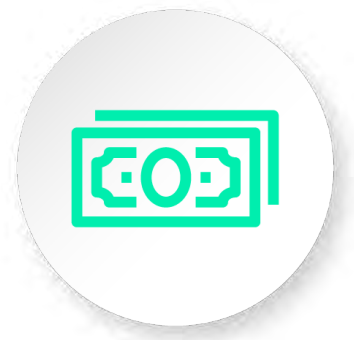
Monitor prior authorizations, inpatient stays and concurrent and retrospective reviews



Focus on coordinating care, since the time required to manage care plans is reduced



Dive deeper into patient records and facilitate patient interventions where needed



With our solution, health plans and state agencies enjoy interoperability across multiple systems. For example, medical reviews traditionally require staff to handle a stream of fax requests, review medical records, consult care guidelines and communicate the authorization decision. The solution enables care managers to open and complete authorization requests on a single screen, with immediate access to the relevant medical necessity guidelines.

In addition, our solution's intuitive design minimizes the number of clicks needed to complete tasks. Care managers no longer have to toggle among multiple applications to complete each task in a single care plan. Automation also reduces the care manager's administrative burden. Tailored care plans, member correspondence, authorization and compliance, and adjudication of authorizations and referrals are all automated.

Diane Barr, Director of Case Management at Cascade Health Alliance in Klamath Falls, Oregon, noted, "Before implementing Gainwell's Care Management solution, we were case managing 200–250 members. We're now handling around 700 members. Our Case Manager is now managing 250–300 members. At launch, she was managing around 80. The Care Management solution has helped her tremendously. She loves it."

By the Numbers

Next-generation Care Management

Health plans that adopt a next-generation care management system often experience dramatic performance improvements. Gainwell's Care Management clients have reported the following results:

Task time for
clinical entries:



75%
reduction

Members supported by
case management:



250%
increase

Authorization
review time:



66% reduction

by consolidating five
disparate systems from
30 minutes to 10 minutes

Authorization
processing time:



70%
reduction

from 10 days to 3

Throughput:



300% increase

delivering \$25 million in savings
over three years

75% increase

streamlining processes
and reducing 12 tasks to 3

2. Seamless Coordination Across Populations

Care managers must handle growing populations, yet the complexity of care management is also growing. NCQA Accreditation, for example, requires health plans to proactively approach members' health. This means that care managers must rapidly identify at-risk members, determine gaps in care and target these members with the appropriate interventions.

Our Care Management solution helps teams deliver care more efficiently than ever before by:

Tailoring patient interventions.

For high-risk groups, care managers can drill down in the solution and rank patients by risk. Thanks to the solution's intuitive design, it's easy to identify the best intervention, initiate case management referrals and seamlessly manage interdisciplinary care teams across multiple care sites.

Managing patient care.

We help care managers perform individual member assessments and monitor comprehensive, coordinated interventions in real time as new and relevant patient information emerges.

Meeting or exceeding standards and regulatory requirements.

Gainwell continuously reviews NCQA standards, CMSA's Standards of Practice, CMS Medicare Advantage requirements and various state Medicaid requirements. Gainwell's in-house team of industry experts understand what actions are needed to satisfy different standards and regulations.

Customer Story

Next-generation Care Management in Action

AmeriBen is one of the largest third-party administrators in the United States. Managing approximately 500,000 members was difficult using an internally developed Microsoft Access database program for documentation, management and reporting. The company used three different systems to manage authorizations, track turnaround times and utilize guidelines. IT support was required anytime a new report was generated. To address these challenges, AmeriBen implemented Gainwell's Care Management solution. The results have been impressive:

- Processes that used to take at least a dozen tasks have been streamlined to three statuses in three queues.
- Claims processing times have decreased from 10 days to three to five days, with some taking less than 24 hours.
- Authorizations that used to take 20–30 minutes to process now take less than 10.
- Training for new utilization review intake coordinators used to take six to eight weeks, but now takes just three to four weeks.

“We can handle more volume without significantly increasing the staffing ratio and we see that trend continuing. We just love Gainwell's Care Management solution. It makes us smile every day.”

Pam Vannoy
Medical Management
Director
AmeriBen

3. Reporting and Analytics

Actionable analytics are the key to reducing member healthcare costs, improving care quality and optimizing health plan performance. Leading health plans are adopting frameworks like Johns Hopkins Adjusted Clinical Groups which predicts member health based on existing medical and demographic data, as well as the NYU Avoidable ED Algorithm. By analyzing clinical and financial population data, it's possible to identify savings opportunities, serve members better and drive behavior change.

Over a three-year period, product developers sat side-by-side with nurses and care managers and watched them work.

Our solution's Business Intelligence and Advanced Analytics modules provide real-time insights to care managers which support informed decision-making. Our solution enables care managers and directors to:

Spend valuable time where it's most impactful.

The solution's Advanced Analytics processes claim authorizations, lab results, prescriptions, dispensing, medical records, eligibility information and more. Member risk scores highlight where, when and with whom to spend time.

Predict patient care quality and outcomes.

With our Care Management solution, care managers can access metrics like operational and clinical risk, admission and readmission risk, Medical Hierarchical Condition Categories and current risk adjustment factor. These data analytics enable care managers to better identify and stratify members based on potential risk to help prioritize and support targeted interventions.

Evaluate performance at a glance.

Care managers and leaders no longer need IT assistance to generate reports. In our solution, users can easily run reports themselves. The dashboard in our solution's Business Intelligence module also enables teams to run their departments more efficiently. In addition, executives and senior leaders such as Directors of Health Services or Chief Medical Officers can create custom dashboards to track KPIs across multiple areas to improve operations, quality outcomes, and meet regulatory and compliance standards.

4. Intuitive Workflows and Flexible Business Rules

Many software systems operate in silos. As a result, care managers often deal with overly complex workflows and processes. Next-generation care management solutions offer flexibility to accommodate health plan-specific requirements, as well as evolving regulatory standards and medical records management practices.

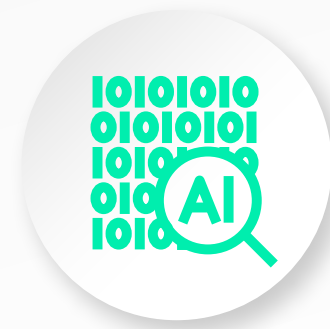
Unlike other care management systems, Gainwell's Care Management solution was designed in collaboration with nurses and care managers. Over a three-year period, product developers sat side-by-side with care managers and watched them work. Thanks to this immersion in the care management world, our solution mirrors and enhances processes that care managers already use. The intuitive user interface streamlines administrative tasks and enables care managers to focus on coordinating the best patient care plans possible. Since the system is easy to use, users are productive on day one.

With our Care Management solution, care managers can:



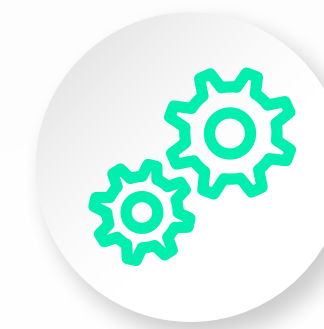
Organize workflows by specific criteria.

Examples include claims information or pharmacy data.



Use business rules to support automation.

Based on business rules, our solution can automate assessments and generate individualized care plans which incorporate key tasks and care recommendations.



Manage the continuum of care with an eye on quality.

With our solution, care managers route cases and interventions across the continuum of care and collaborate with other key stakeholders. Workflows can be tightly integrated with quality guidelines.

Pam Vannoy, Medical Management Director at AmeriBen in Meridian, Idaho, noted, “The configurability really helps your team improve their practices. Through this process, we have identified inefficiencies that we realized we could eliminate or streamline.”

5. Streamlined Implementation and Customer Support

Next-generation care management platforms are interoperable across multiple systems. This is the key to generating real-time insights and coordinated care for health plan members. Our solution is flexible enough to integrate with existing systems and support different data types, ranging from EMR information to data from wearables, in-home monitoring systems and more.

Gainwell's modular implementation approach minimizes operational risk, while maximizing flexibility for organizations. On average, care teams are up and running within six months. Diane Barr of Cascade Health Alliance commented, "We liked that with the Care Management solution, we could buy just the modules we needed and add more over time."

The Gainwell team's commitment to providing exceptional customer service doesn't stop with the implementation. The company takes pride in providing the highest level of personalized support to clients each step of the way, without incrementally charging organizations for every email and phone call. Gainwell succeeds when the customer succeeds. Based on feedback provided to Gartner Peer Insights, clients agree:

"The Gainwell team is always willing to problem solve and innovate with us. I often feel they are more of a partner vs. a vendor."

"Superior customer service throughout implementation and service after."

Conclusion

Next-generation care management platforms like Gainwell's Care Management solution empower care managers to deliver better care in a more timely manner. As you consider care management solutions, look for offerings that are intuitively designed, member-centric and flexible. Interoperability across multiple systems is the foundation for powerful analytics that illuminate real-time insights into patient health, healthcare costs and organizational efficiency.



Visit us

to learn more about how Gainwell's Care Management solution can help your organization empower your care managers to improve care across the continuum and exceed quality standards.

Gainwell is the leading provider of **technology, services and solutions** that are 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. Learn more at gainwelltechnologies.com.

