

Optimizing Health Assessments for Better Member Outcomes and Cost Control

Health assessments (HAs) are highly effective healthcare tools—from understanding a population’s health, social determinants, and risk factor identification to development of a care plan based on personalized goals. To provide real impact and outcomes using these preventive tools, you need dedicated focus and support. **Meet HGS AxisPoint Health—designed to maximize the value of your HA, for Medicare, Medicaid, or commercial insurance, with specialized expertise and service delivery to drive transformations such as 70% increase in care plan implementation.**

Our HA solution leverages high-touch telephonic assistance, our frictionless self-service solution and mail-in options for improved engagement and experience so you can prioritize the **right, impactable member**. **AxisPoint Health HA is supported by our suite of solutions—from full-service care management programs to clinical resource support models.** The AxisPoint Health Population Management program drives positive outcomes, improves member engagement and satisfaction by using informed analytics to target your most impactable members. Whether you are looking to complete a required annual assessment, evaluate a new individual, or contact someone who has a significant change in health status, AxisPoint can support all your HA needs. Our clinical and nonclinical team members support HA and care management services from our US onshore and global locations, with our offerings supporting in multiple languages.

AxisPoint Health HA solutions provide value in these critical areas:



Dynamic HA Process



Care Plans Delivered with our Clinical Algorithm



Risk Escalation and Navigation for Services and Support



Multiple Modalities for Improved Member Experience



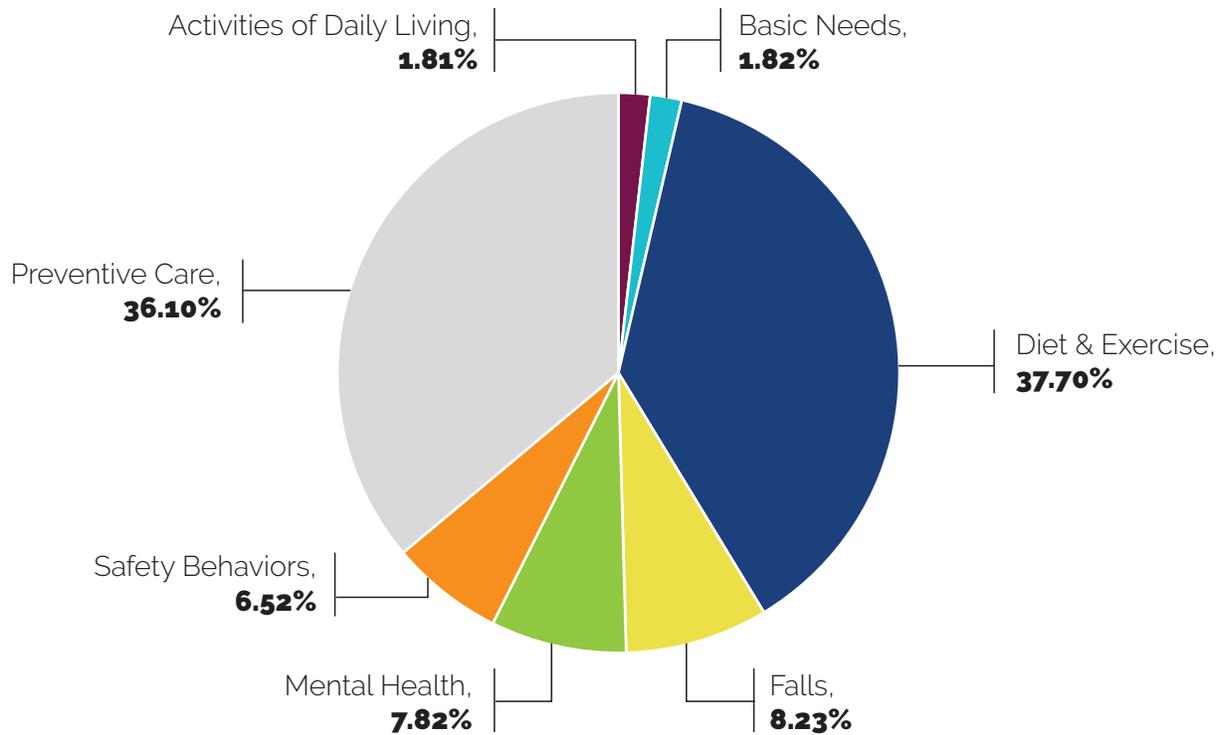
Reporting and Actionable Insights with 24/7 Dashboard

AxisPoint Health HA Services

We understand the importance of being able to access your data and ability to track your completion goals and service level expectations. You’ll have access to a 24/7 online dashboard providing program reporting for daily, monthly, quarterly, and annual reporting and monthly data extracts.



Identifying Areas of Need by Health Appraisal



Data Source: AxisPoint Health Banners_HRA_2020_rolling12months

Value Delivered

- Supported by algorithm/team-based coach assignment to drive behavioral changes and actionable intervention, with compliance lifts of up to **50%**
- Outreach via multi-channel communication approach drives increased engagement by up to **60%**
- Approximately **10%** of members are identified for care management services who were low or moderate risk prior to HA completion
- ICP creation for **100%** of HAs performed with capabilities of creating care plans for those members who are unable to contact or decline HA completion

About HGS

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients.

Visit www.teamhgs.com to learn how HGS can help make your business more competitive.