

Creating Outcomes and Cost Opportunities with Special Needs Plans

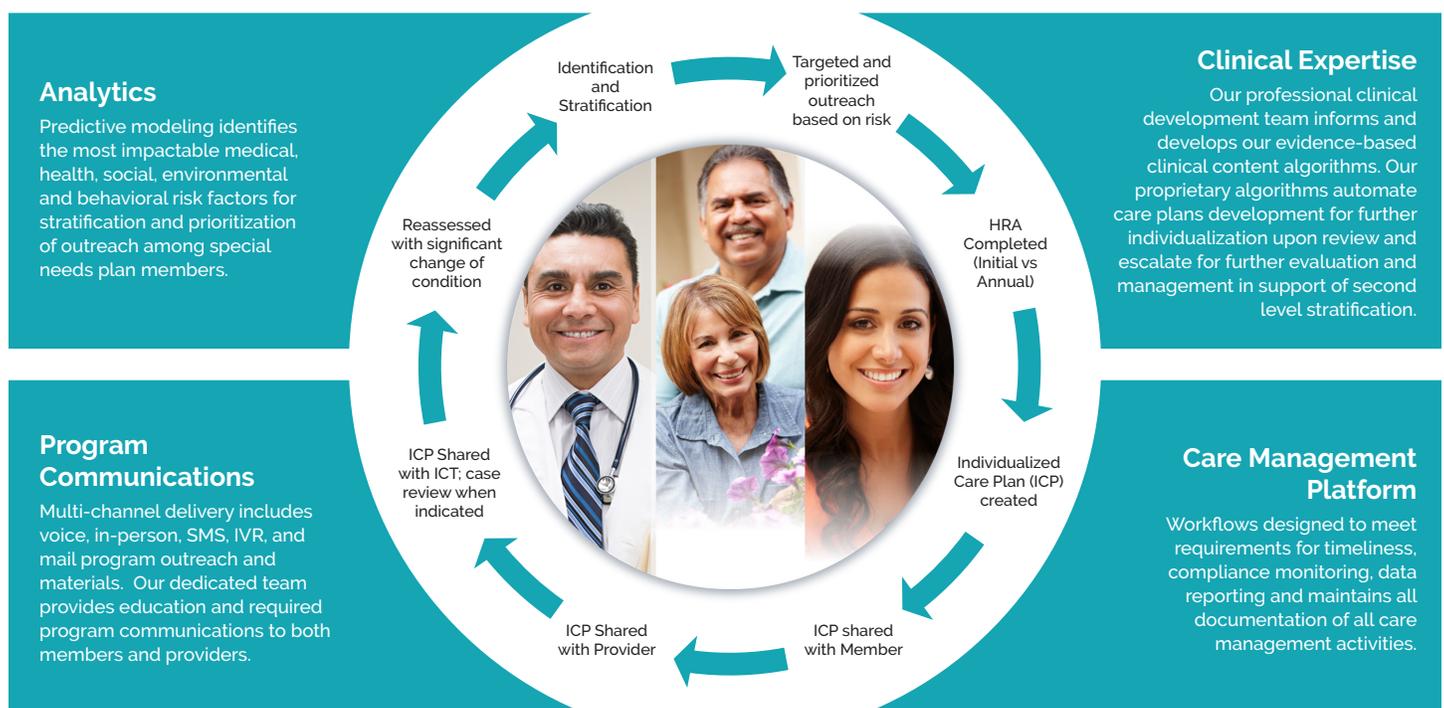
More than three million Medicare beneficiaries are enrolled in Special Needs Plans (SNPs), according to recent research by the Kaiser Family Foundation. Are you capturing this value-based care support, with increased enrollment and cost savings? **HGS AxisPoint Health Care Management includes SNP strategy at the core of our highly impactful member-based approach—driving significant outcomes like engagement lifts of 60% and increased compliance by 50%. Can your care management and SNP strategy do the same?**

In a value-based world, care management is a healthcare organization's true differentiator—as long as targeting and care paths don't miss the mark. **Our end-to-end care management suite is highlighted by a SNP strategy that bridges fragmentation to provide the most medically appropriate care to the most impactable population.** With nearly 20 years of care management experience, AxisPoint Health is NCQA accredited for Population Health, Case Management, and Disease Management.

HGS's SNP strategy includes:

- Auto-generated ICPs with health risk assessment (HRA) completion shared with members
- Escalations and referrals to additional and appropriate resources
- 24/7 dashboard provides daily statistics plus monthly reports with a four-month lookback to meet CMS needs
- Exportable data and member data extracts

Special Needs Population Solution



Model of Care Solution is aligned with these standards:



- ✓ Model of Care support and consultative services
- ✓ Initial HRA Evaluation and Annual Reassessment, scheduled based on CMS requirements to support Part C & D Reporting
- ✓ Individualized Care Plan (ICP) based on self-reported answers during HRA administration
- ✓ Stratification for prioritization of HA outreach and enrollment
- ✓ Interdisciplinary Care Team and meetings for Care Plan oversight
- ✓ PCP notification of Care Plan via mailing of ICP and invitation for involvement of Interdisciplinary Care Team (ICT)
- ✓ Member Notification of Care Plan via review and creation of individualized goals and mailing of ICP
- ✓ Care transition protocols defined during implementation for a coordinated approach

Care M Care Approach



Brief, focused interactions to engage members

Multimodal communication channels set to members' preferences, including a mobile app



Multidisciplinary care teams providing appropriate support for actionable interventions

Condition agnostic coaching, problem solving, and support with SDOH



Utilization of local community health workers

75% "find" rate for unable to locate members



Holistic member approach provides tailored support to educate and resolve underlying issue

Caregiver and support circle engagement

Up to 60% engagement of targeted members

Identifying Areas of Need*

- Diet & Exercise, **37.70%**
- Preventive Care, **36.10%**
- Activities of Daily Living, **1.81%**
- Safety Behaviors, **6.52%**
- Mental Health, **7.82%**
- Falls, **8.23%**
- Basic Needs, **1.82%**

* per AxisPoint Health research

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 HRA completion
- ICP creation for **100%** of HRAs performed with capabilities of creating care plans for those members who are unable to contact or decline HRA completion

Note: AxisPoint Health has received NCQA Population Health Program Accreditation, NCQA Case Management Accreditation and NCQA Disease Management Accreditation. AxisPoint Health was wholly acquired by HGS in April 2018 and the accredited processes remain intact.

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.

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