

Driving Care Management Outcomes through Focus on the *Right Members*

HGS AxisPoint Health Care Management is at the core of a highly effective member-based approach—driving significant outcomes such as reducing chronic heart failure (CHF) hospitalizations by **73%**. Can your care management program do the same?

In a value-based world, care management is a healthcare organization's true differentiator—as long as targeting and interventions don't miss the mark. **AxisPoint Health's Care Management Program bridges fragmented systems with precision targeting to effectively identify and manage care for the right members.** Our clinical-centered individual focus and predictive modeling work together to target the right members, beyond the typical Core 5 conditions approach, **to identify members and address more than 60 care gaps.** With nearly 20 years of care management experience, AxisPoint Health is NCQA accredited for Population Health, Case Management, and Disease Management.

Improving Value-Based Care Outcomes



Precise, Sustained Member Engagement

Our advanced engagement capabilities are multichannel and work according to member communication preference—from traditional methods, such as phone, in person, and mailings to interactive voice response (IVR) announcements and campaigns, SMS, 1:1 care manager conversations, and email.



Comprehensive Clinical Support

Our team includes RNs (nurse triage available), social workers, health coaches, behavioral health experts, physicians, and pharmacists. These clinical experts leverage our proprietary analytics to accurately identify the impactable health risk, particularly for the most vulnerable members with chronic conditions.



Better Decision Making

Once we have completed stratification, we can conduct a health assessment and confirm necessity and agreement for enrollment. Then our algorithms precisely target members for most clinically appropriate care tracks—across Case Management, Biometrics, Medication Adherence, Care Visit Compliance, Care Coordination, and Admission/Readmission Management).



Improved Member Outcomes, Client Cost Containment

Verifiable results include:

- **17%** greater results on ED redirection, compared to market competition
- **95%** of SDoH issues resolved remain closed after one year
- Targeted condition management yielding gap closure within 90-day cycle
- **8:1** Return on Investment, per Third-Party Validation
- **\$250,000** Greater Cost Avoidance for Every 1,000 Members

Our Care Management Solution

Leveraging our 500+ variable care tracking, AxisPoint Health achieves outcomes across six critical areas:



Complex Care Management/ Case Management

Supported state Medicaid beneficiaries and helped the state save **\$569** million over four years



Medication Adherence

Drive interventions with compliance lifts of up to **50%**



Care Coordination

Partnered with state Services Commission to achieve more than **\$95.8** million in total net savings



Biometrics and remote patient monitoring (RPM)

Interventions that have reduced chronic heart failure (CHF) hospitalizations as one example, by **73%**



Care Visits

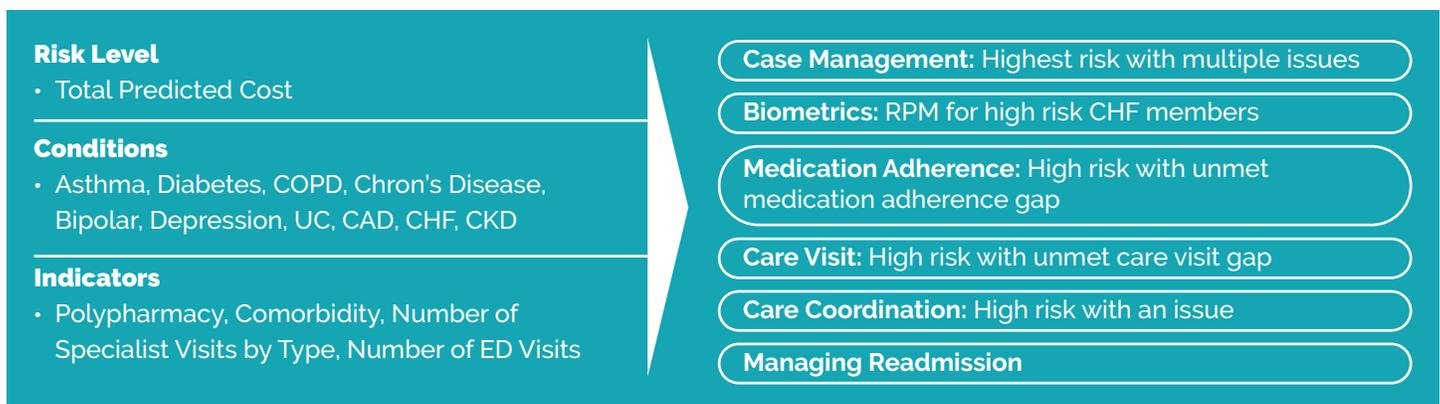
Increased compliance with follow-up visits by up to **60%**



Admission/Readmission Avoidance

Care management interventions can achieve results like reduced 0-7 day readmission rates by approximately **63%**, 8-30 day readmission rates by **42%**, and decreased 30-day readmission rates by **80%-90%** in discharges related to acute myocardial infarction

Our Clinical and Analytical Team Synergy



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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