

Special Needs Plans Model of Care (SNP MOC)

High-quality, compliant, whole-person care coordination services

Today's leading SNP plans are embracing whole-person care—the integration of physical, behavioral and social determinants of health—by harnessing data analytics to identify and coordinate care to achieve outcomes.

With a focus on delivering an intervention model proven to have the maximum impact on the lives that need the most help, HGS AxisPoint Health (APH) improves your D-SNP and C-SNP members' experience, helps your organization achieve compliance, and saves on medical and administrative costs.

Achieve and maintain compliance.

Your goals:

- Engage hard-to-reach members and complete all HRAs
- Meet SNP regulatory requirements
- Avoid failed audits, corrective action plans, and financial penalties
- Earn superior CMS Star Rating



Our solutions:

- Member outreach and contact sourcing processes that exceed CMS's requirements
 - Engaging the PCP and any other providers who may have accurate contact information
 - Utilizing community health workers to find members
 - Leveraging SMS to communicate with the population
- Align the actual operating plan to the language of the MOC
 - Support for MOC revisions to ensure the MOC meets CMS/NCQA requirements and aligns with the care management process
- Sophisticated analytics, comprehensive program monitoring and reporting, and expertise in MA care management enable compliance and Star lift



APH differentiators for predictive analytics

- Identifies 100+ conditions in members with high risk
- Focuses resources on people with the greatest impactability
- Determines the right interventions for each member
- Configured specifically with clinical content and business rules
- Enables our multidisciplinary team to best engage with and build relationships with SNP members

Reduce medical expense while improving quality.

Your goals:

- Achieve Star Rating necessary for collecting additional revenue
- Improve Star Rating for better local and national plan perception, relationships with providers and pharma partners
- Reduce unplanned admissions
- Member targeting and interventions for maximum impact

Our solutions:

- Identify and address the root causes of care gaps and compliance failure
- Member care transitions support to reduce readmissions
- Apply the appropriate scope of member intervention using analytics, disciplined operational execution, and clinical resources that bend the cost curve

Improve your member experience.

Your goals:

- Provide a better, more beneficial member experience
- Engage customers to increase HRA completion and care plan implementation
- Reduce costs for both your organization and your members

Our solutions:

- Active and ongoing care management to coordinate and connect members with appropriate healthcare and community resources
- Increase member engagement and participation through channel of choice care solutions (e.g., SMS, telehealth)
- Enhance member experience and satisfaction through attention to both quality of life and quality of care
- Identify, track, and close care gaps for improved health outcomes



Improving member experience

Outcome KPIs are determined in collaboration with the client (MOC), as well as client-specific initiatives. APH is focused on keeping members of the community safe and healthy. Regulatory reporting items include the following:

- Improved HRA completion rate and member engagement in care planning
- Enhanced coordination with providers
- Reduction in unnecessary utilization
 - Reduction in inpatient admissions
 - Reduction in 30-day readmissions
 - Reduction in ER visits
 - Prolonged or avoided long-term care placement
- Improved access to prevention and wellness care
 - Improvement in HEDIS measures
 - Improvement in CAHPS or member SAT scores
 - Increase in PCP annual wellness visits

About AxisPoint Health (an HGS company)

HGS AxisPoint Health is a whole-person care management services company focused on identifying and addressing the root causes of behaviors that worsen physical health. APH reduces medical costs, improves regulatory compliance, and increases member satisfaction. Trust and relationship building is at the core of our approach, which combines industry-leading predictive analytics, a proprietary rules-engine, specialized clinical content, and passionate clinicians who care about the members' success. Visit teamhgs.com/axispoint to learn how AxisPointHealth can reduce your cost of care while making your health plan compliant.

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.