

Identify and Address Social Determinants of Health

There is increasing resolve in healthcare to develop and deliver programs that remove barriers to care, specifically those arising from social determinants of health. With a growing number of initiatives emerging, it can be difficult to find a partner that understands the unique composition of the populations served. HGS works with clients to tailor our solution offerings to meet their needs, from delivering care coordination services and referring into an existing case management program, to local staff for highly vulnerable programs, to delivering our fully accredited case management program. We have proven success identifying and eliminating social barriers to compliance including transportation, food insecurity, housing, social isolation, behavioral and psychosocial issues.

95%
 success rate in sustained gap closure when we resolved food, housing, and/or transportation insecurity



Engage Complex, High-Risk Individuals

Individuals targeted for engagement receive notification via mail, text, email, or IVR prior to a care manager reaching out to them via telephone. For complex populations, our field staff have been able to **find 75% of individuals deemed "unable to locate"**.

Upon contact, we assess the health of individuals and identify barriers to care. Additionally, our skilled multi-disciplinary teams make appropriate customized referrals and escalations for individuals who may require additional services and support, such as behavioral health support, patient advocacy, or selecting a PCP.

HGS continues to check-in with individuals after initial contact and active management with a cadence of every 6 weeks to 3 months.



Analyze Continued Success

We understand the importance of being able to access your program data and ability to track reach rate and engagement. We grant access to a 24/7 online dashboard providing daily statistics plus exportable reports including information on escalations and referrals.

There is an increasing priority for healthcare organizations to understand the populations and individuals they serve. HGS is committed to providing outstanding care management services from completing HRAs to providing a comprehensive care management solution, AxisPoint, that leads to reduction in cost of care through driving engagement, outcomes, and results.

HGS is committed to addressing social determinants of health for our clients' members. Research reveals that social, environmental, and behavioral factors determine 60% of a person's health. Anxiety and depression, among other behavioral health issues, typically act as a cost-multiplier to the expense of managing chronic diseases.

Individual Impact Anecdote



Meet Linda, a 33-year-old female, high-risk pregnancy with a lengthy history of substance abuse and bipolar diagnosis, diabetic, homeless, and living in a rural area. She had 22 ED visits in 2016 alone.



She was located by one of our 'feet on the street' during a routine weekly visit to a rural hospital to enroll and assess individuals. We helped her to obtain two grants to cover housing and utilities and referred and accompanied her to obstetrician and mental health appointments.



The program ensured she remained compliant with mental health and diabetes medications as well as connected her with substance abuse resources.



Within 9 months of engagement, Linda was drug-free, had zero IP stays or ED visits (excluding delivery of a healthy baby boy), and remained housing and food secure.



At 12 months post engagement, we assisted Linda with obtaining a 3rd grant to attend a local vocational college to become a Medical Assistant. She has since graduated, is gainfully employed and remains housing, food, and transportation secure.

Note:

AxisPoint Health has received NCOA Population Health Program Accreditation, NCOA Case Management Accreditation and NCOA 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.

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