



**A population health company**

# About Casenet

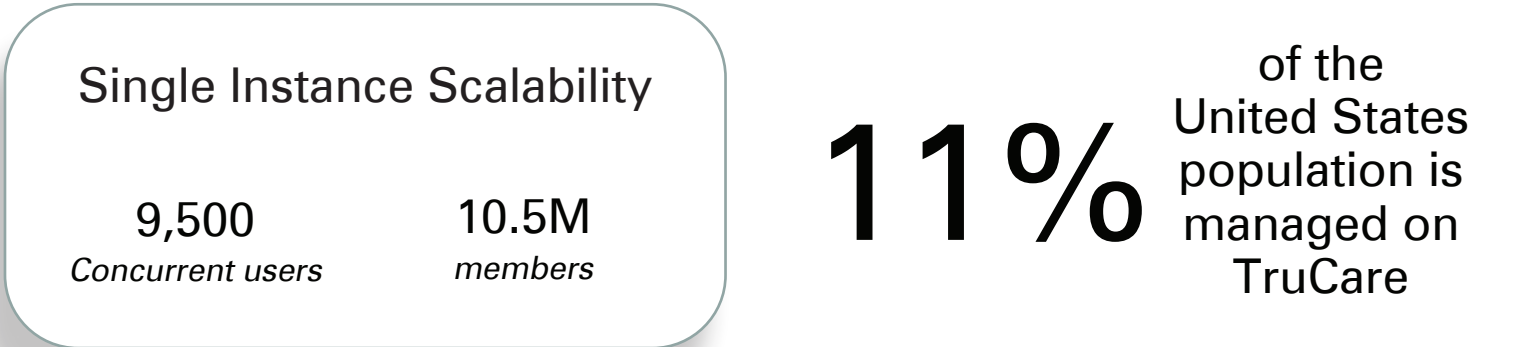
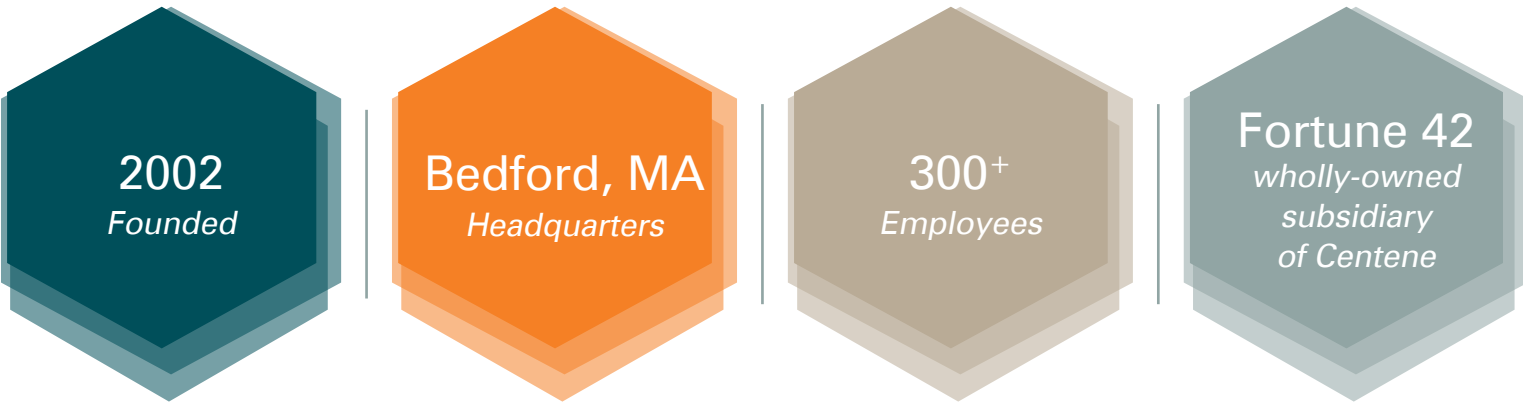
Casenet believes that when people, systems and data work in harmony, a real, positive impact can be made on the health of individuals and populations. For nearly two decades, Casenet has been solely focused on pairing clinical and technical expertise so that health plans can quickly identify and effectively coordinate care for their most vulnerable populations. In doing so, our clients improve member health outcomes and reduce the cost of care.

Further, Casenet understands that effective population health management requires synergy across healthcare: among individuals and teams; between payers, members and providers; and within clinical, IT, financial and other core systems.

Casenet technology aligns data and resources so health plans can manage care with confidence. TruCare is Casenet’s configurable, scalable population health management platform. It unites disparate data sources and automates workflows to provide a comprehensive understanding of members that in turn, drives automated and appropriate care delivery at appropriate costs.


## Who We Serve

- ▶ Accountable Care Organizations
- ▶ Commercial Health Plans
- ▶ Health Systems
- ▶ Integrated Delivery Networks
- ▶ Medicaid Organizations
- ▶ Medicare Organizations
- ▶ States
- ▶ Third Party Administrators



# Why Casenet?

**PARTNERSHIP**



Like our platform, we collaborate, communicate, and consistently deliver

**PHILOSOPHY**




When people, systems, and data, work in harmony, healthcare improves

**RECOGNIZED**



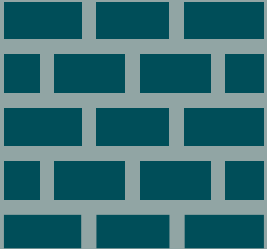
Named Best in KLAS in 2017, 2018, and 2019

**DATA DRIVEN**



TruCare responds to data from across your ecosystem

**STABILITY**




Casenet is a wholly-owned subsidiary of Centene, a fortune 42 company

**EXPERIENCE**




18 years of focus on pairing clinical and technical expertise to support complex populations

**INTEROPERABILITY**



Limitless connection points sync valuable data across your ecosystem

**FLEXIBILITY**



Screens, fields, workflows, content, and rules are tailored to meet your unique needs

# TruCare Overview

TruCare, Casenet’s flagship product, is an enterprise population health management platform that effectively manages care and utilization for members, improving outcomes and lowering costs. Using integrated data from across your ecosystem, TruCare generates a 360-degree member record that informs the most appropriate rules-based workflows for each member. TruCare automatically considers each member’s unique programs, products, lines of business, etc., while working in strict alignment with your business rules.

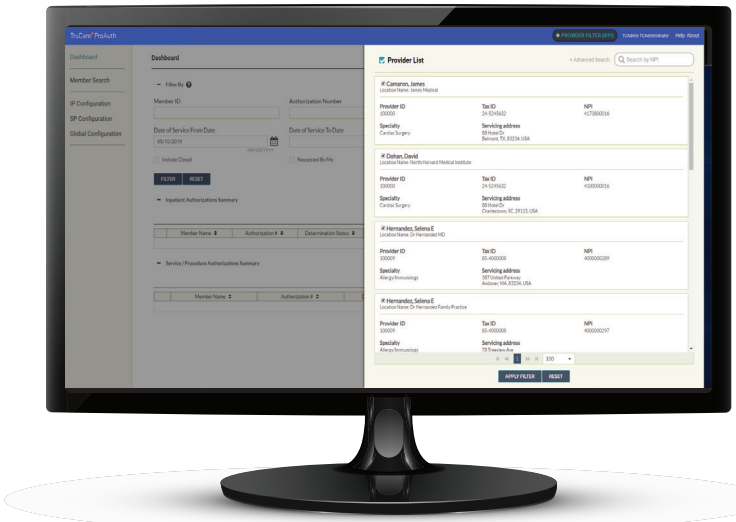
TruCare uses automation to ensure timely and appropriate utilization of services, while also identifying gaps in care, automating member assessments and care plan generation, triggering meaningful interventions, and facilitating preventative care. Combined, healthy members remain healthy and high-acuity members get the special attention they need.

- ▶ Aggregate and analyze data
- ▶ Segment members into populations
- ▶ Stratify member populations based on risk
- ▶ Auto-generate custom care plans for each member based on assessment responses
- ▶ Automate care manager decision making and next steps
- ▶ Customized, automated workflows for each population
- ▶ Automated, customized correspondence
- ▶ Coordinate interdisciplinary care among multiple providers
- ▶ Identify gaps early and implement interventions
- ▶ View an integrated 360-degree longitudinal view of each member
- ▶ Prioritize and present care manager workloads

# Casenet Product Suite

|   |   |  |  |
|---|---|--|--|
| Care Management<br><i>‘Best in KLAS’</i><br><i>Coordinated Care Tools</i> | Utilization Management<br><i>Automated Auths, Reviews, TATs</i> | Disease Management<br><i>Condition-specific Content and Flows</i>            | Appeals and Grievances<br><i>Timely Outcomes and Auto-notification</i>                     |
| Workflow Automation Engine<br><i>Execution of your Custom Workflows</i>   | Business Rules Engine<br><i>Execution of your UM Policies</i>   | Differential Care Management<br><i>Member and LOB Segmentation Structure</i> | Reporting and Executive Insights<br><i>Custom and Ad Hoc Reports and Manager Dashboard</i> |

# Optional Modules



|  |  |
|--|--|
| TruCare ProAuth<br><i>Automated Provider Authorizations</i>    | TruCare Analytics<br><i>Predictive Risk Scores and Gaps in Care</i>  |
| TruCare Linx<br><i>Integration Engine for Provider Systems</i> | TruCare Medication Management<br><i>Medication adherence, Pharmacist, and MTM Workflow Support (new in 2021)</i> |

# TruCare Modules and Functionality

TruCare's module plug-and-play design offers flexible implementation of the features that best align with your needs.



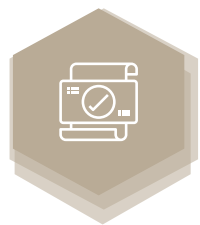
## Care Management

Assess members and auto-generate custom care plans. Care teams work collaboratively on a single, integrated care plan via auto-routed tasks and individual assignments. Address problems, goals and interventions while capturing outcomes. Care Managers help members work toward meaningful goals tailored to their specific needs and are mindful of social determinants of health.



## Disease Management

Quickly design and deploy personalized, end-to-end disease management programs and content from identification through stratification, referral, assessment, care planning, intervention, monitoring, and case closure. A powerful automation engine scans all integrated data to identify at-risk members based on custom risk parameters. Then, referrals and next steps or sets of disease-based tasks are automatically triggered.



## Appeals and Grievances

Automate appeals and grievances processes at the authorization detail level, including: receipt acknowledgments, notifications, correspondence, tasks, and reviewers, including peer-to-peer and external reviewers, for all levels of appeals. Capture overturns, including reasons, and automatically update the claims system(s).



## Utilization Management

A powerful rules engine automates authorization request workflows and auto-approvals based on a plan's business rules, ensuring appropriate decisions and turn-around times. Users are guided step-by-step through authorizations, reviews, medical-necessity criteria, determinations, appeals and grievances, and notifications via automatic letter generation. Authorization pre-screening avoids unnecessary requests altogether.



## Reporting and Dashboards

All data captured or integrated with TruCare is reportable with user-friendly, non-technical tools. Reports can be created ad-hoc, or pre-defined and scheduled to run. Role-based dashboards are easily configured for operational oversight and productivity measurement, and an additional visualization suite is provided for executive and supervisory users.



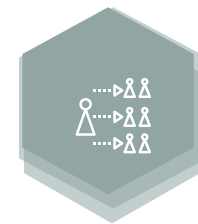
## Care Opportunities

Predictive modeling data, risk scores, conditions, gaps in care, and other risk indicators can be imported into TruCare. Based on client-defined threshold values, programs offered, and capacity, the TruCare Actions rules engine then operates as the identification and stratification tool to drive workflows that proactively address risk factors and mitigate exacerbation of costly health conditions.



## Automated Workflow

TruCare's automation engine triggers workflows based on clinical best practices and policies. The plan's rules target members and populations for specific actions like automated case creation, correspondence, and follow-up tasks to reduce risk.



## Segmentation

TruCare segments populations based on features such as line of business, population, or program. Each segment triggers different clinical assessments, care plans, workflows, utilization rules, letters and security, ensuring the most appropriate workflows and tools are employed for an individual according to their segmentation.

# TruCare Extensions

The TruCare platform is intentionally modular, enabling plans to add features that complement the TruCare platform, or to fully integrate the industry's best specialty products. Developed internally by Casenet, and in collaboration with expert development partners, our suite of extension products integrate directly with the TruCare workflow.

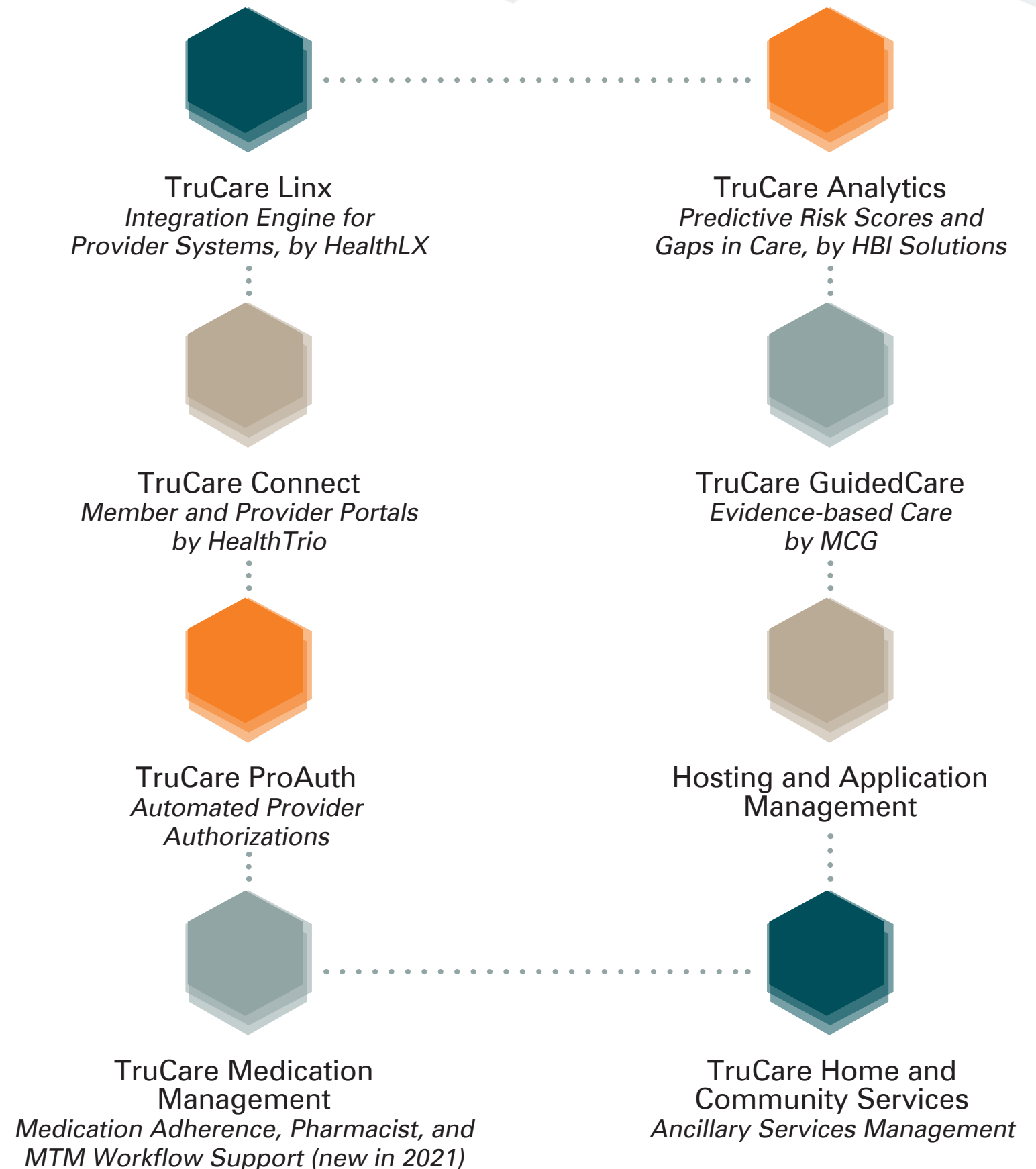
When licensing our partner products, Casenet employs a "one vendor, one platform" approach, meaning Casenet handles the logistics and manages:

- ▶ A seamless platform experience
- ▶ Joint roadmaps
- ▶ All contracting and relationships
- ▶ Rollout & integrations
- ▶ Ongoing support

## Native Integrations with 3rd Party Products at No Additional Cost

TruCare features native integrations with, and is a certified partner for, the following third-party solutions (if these solutions are already licensed by you, there is no additional cost to integrate with TruCare):

- ▶ Change Healthcare InterQual Connect clinical criteria
- ▶ MCG CareWebQI clinical criteria
- ▶ Avaya telephony
- ▶ OpenText RightFax
- ▶ Wolters Kluwer Medi-Span



# TruCare Implementation

A successful implementation is the first step toward actualizing the benefits of an enterprise software solution. Our experience implementing TruCare for health plans with memberships spanning 50,000 to 14 million is predicated on a comprehensive discovery process that provides a detailed understanding of your business and the work to be performed to achieve your objectives.

Casenet’s Implementation Team considers each health plan’s unique strategic initiatives, operational drivers, compliance requirements, and clinical and interoperability goals when creating a tailored implementation plan. As such, the discovery process aligns input from both entities and results in a comprehensive client tailored plan with scope of work, delivery schedule, resource plan and operational assumptions.

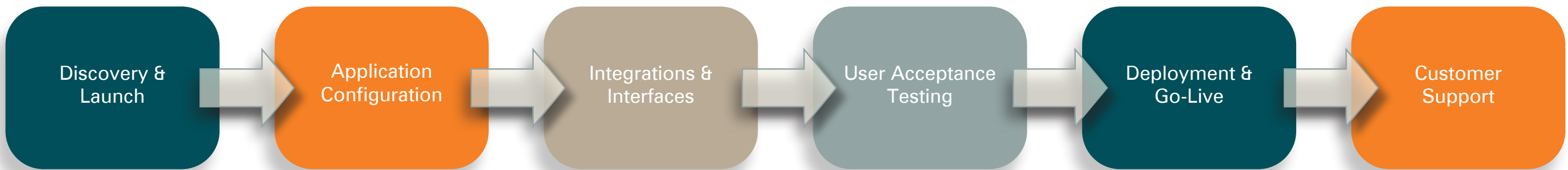
With your success in mind, Casenet implementation services engage with you before, during and after software go-live, ensuring success in the team’s ability to execute solution delivery.

“ I have been through many implementations in my career and TruCare was the smoothest one by far. It was a true partnership that was on time and on budget – a rarity in this day and age. ”

Missy DeGoede, RN – Chief Clinical Officer, Security Health

**94%** of TruCare implementations are on-time and on-budget.

Casenet’s implementation process consists of six main areas and begins during the contract stage so that needs, roles, and responsibilities are clarified before the process fully begins.



# TruCare Services and Support

Customer service is among Casenet’s top priorities. Our team is made up of healthcare leaders, clinicians, and technical experts who are committed to client success.

When you become a Casenet client, our goal is to ensure optimal use of the platform to meet your business and operational objectives. Casenet’s Services and Support teams exist to ensure the value of your investment is optimized and your voice is heard. Our teams collaborate with you to solve your business issues, and also partner with your team to proactively gather product feedback, avoid issues, and ensure you experience the maximum value of the TruCare platform.

To support you, a dedicated Casenet account executive and a primary support contact will be your day-to-day partners. They will get to know you and your business, understand your strategic needs and help to meet them. They will proactively communicate with you and serve as your champions and voice-of-the-client within Casenet.

**93%** *customer satisfaction score*

“Our experience with Casenet has been a very positive one. We are thrilled to truly have a partnership rather than being just a client who purchased a service. Casenet’s collaboration is priceless and they are really invested in our organization and committed to ensuring TruCare supports our work in the best possible way.”

Kim Mickle, Compliance Manager, Lakeland Care



- ▶ TruCare Tailblazers: Train-the-trainer program
- ▶ Comprehensive eLearning support
- ▶ Training toolkits: quick reference guides
- ▶ Tips and tricks webinars
- ▶ Documentation and user guides
- ▶ Annual user-group conference
- ▶ Strategic product roadmap reviews

“There’s not enough room here to stress how wonderful the Casenet crew has been. So glad Cigna is partnered with your organization. The best in our realm of Cigna dealing with the best trainers in the world!”

End User, Cigna



- ▶ Upgrade project management and technical support
- ▶ 24/7/365 support
- ▶ Dedicated support contact
- ▶ Access to Casenet customer portal
- ▶ Phone support
- ▶ Email support

# Return on Investment

Ribera Salud is an integrated healthcare organization in Spain made up of primary care centers, multidisciplinary care teams, and hospitals. The government of Spain partnered with Ribera Salud to manage the care of more than 700,000 patients under a capitation model.

Ribera Salud wanted to understand the impact of TruCare on cost and quality. The organization conducted a study in September, 2018 that looked at various quality indicators including inpatient admissions, length of stay, and emergency room visits. The research results showed a 26% decrease in hospital admissions, a 29% decrease in hospital readmissions, and a 13% decrease in emergency room visits.

Ribera Salud also studied the impact of TruCare on patient satisfaction to understand how population health practices impacted patient behavior. Patients reported very high satisfaction (9.3 out of 10) with the TruCare population health program. Patients also reported very strong medication compliance (95%) and 80% reported they understood their medical condition and knew what actions to take if their medical condition changed.

Ribera Salud conducted an independent study to understand the impact of TruCare on cost and quality. The accompanying graphic shows the results for patients with complex, multi-morbidities or vital organ neoplasms.

“ The results of this study clearly spell out the value of TruCare on both outcomes and patient satisfaction. TruCare has been integral to our success in providing quality care to our patients. ”

Alberto de Rosa, Chief Executive Officer, Ribera Salud

