

# TruCare Care and Disease Management

## The Case for Care Management

When people and data work in harmony, a positive impact is made on the health of individuals and populations. The most frequent challenge faced in this work is the coordination and availability of correct member data, and actions and workflows that are siloed or duplicated between care teams. These critical barriers compromise the quality of care and are costly.

TruCare<sup>®</sup> is an integrated disease and care management platform that provides a timely, seamless flow of actionable information between care managers, partners, providers, individuals, families and systems. Through it, customers experience measurable changes that impact quality, cost and overall member and business health.

Truly impactful care management must be holistic, comprehensive and integrated in order to:

- ▶ Keep healthy people healthy
- ▶ Identify risk movers; and those considered pre-disease
- ▶ Shift those in a disease state toward healthier behaviors
- ▶ Improve and coordinate the care of complex patients

## What TruCare Can Do For You

- ▶ **Optimize Care**  
TruCare provides a 360° view of member information within a single record.
- ▶ **Unite Disparate Systems**  
Existing and trusted systems and software (including UM systems, HIEs and EMRs, claims, portals, clinical criteria, etc.), integrates with TruCare creating new efficiency and centralized data.
- ▶ **Customize Content and Processes**  
Non-technical configuration tools help customers to quickly modify content, assessments, care plans, correspondence and workflow to adapt to market changes, contractual obligations and compliance requirements.
- ▶ **Ensure Appropriate Quality and Care**  
Medical, behavioral, and ancillary care workflow ensures members receive comprehensive, individualized care.
- ▶ **Meet HEDIS Requirements Successfully**  
28 of our clients use TruCare to support their NCQA certification efforts; Casenet routinely monitors industry standards to anticipate compliance needs, including NCQA and HEDIS.

## TruCare Care and Disease Management Components

TruCare's **Care Management** module provides a multi-disciplinary approach to the management of members. All care team participants access a unified plan of care. Individual problems, goals, interventions and outcomes are documented by each member of the care team with all authorized participants able to view the plan of care and coordinate efforts to ensure that all are working collaboratively throughout the cycle of care management. Features include:



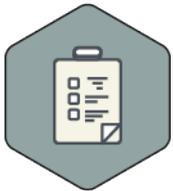
### Automatic Case & Program Enrollment.

Auto-enroll members in cases and programs based on individual assessment responses or integrated authorization data. Auto-trigger task packages to address member problems via meaningful next steps.



### Assessment & Referral Management.

Identify members for CM by leveraging referral channels or integrated utilization data. Configurable assessments identify appropriate member programs and automatically drive tasks.



### Evidence-based Assessments, Care Plans & Education Content.

Drive care plans from the available 340+ unique assessments. Use and modify content, generate custom content, or do both.



### Automated Identification & Followup.

Stratify members based on diagnoses and parameters like claims, case history and authorizations. Rules identify patients/populations and drive actions.



### Active Care Planning.

Auto-generate care plans based on assessment responses, allowing care managers to present individualized care plans.



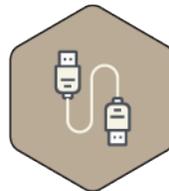
### Documentation and Letter Generation.

Configure and auto-generate template-driven letters and structured notes to meet organization requirements.



### Coordinated Task Management.

Auto-assign tasks and readily view required tasks in order of priority through a single, shared platform.



### Expansive Third-Party Integration.

Efficiently exchange and unite data with other systems including your chosen UM system, TruCare UM, claims, pharmacy, lab, predictive modeling, EHRs and more.

TruCare's **Disease Management** module offers quick design and deployment of personalized disease management programs. Evidence-based assessments, care plans, and correspondence provide the tools to effectively manage your highest cost conditions on a single, integrated platform. Features include:

#### ▶ Proactive Member Identification and Stratification.

Identify members who will experience the greatest benefit from disease management and wellness programs. Use captured risk scores, gaps in care, socioeconomic risks, etc., to recognize and trigger timely disease management actions.

#### ▶ Intelligent Collaborative Care.

Schedule appointments with auto-identified coaches and care managers who best suit member preferences, location, languages and conditions.

#### ▶ Autonomous Care Planning.

Auto-generate and quickly present individualized care plans and education content based on clinical evidence.

#### ▶ Ongoing Monitoring.

Identify health conditions across specific member populations and opportunities to re-engage members.

**Differential Care Management® (DCM)** enables TruCare to automate member segmentation according to varying populations, rules, workflows and business parameters. DCM will segment populations to align with your care management operations, such as line of business, county, population or program. For each segmented population, TruCare executes totally different clinical artifacts including assessments, care plans and structured notes, as well as workflows and business rules. As a result, TruCare automatically provides care managers with the appropriate next step, rule, assessment, care plan or correspondence information for each member. The appropriate items are served up each time based on differentiating details within the member record, facilitating the best possible compliant care at every touch point.

As a manager in the CM department who had a fragmented documentation platform that did not support all Care Service Programs, I can tell you subjectively that TruCare has increased my and my team's productivity. I am excited to see where this platform will take us in the future.

Manager, Case Management at an East Coast Health Plan

**TruCare Disease and Care Management** offers an unparalleled intersection of clinical content, business rules and workflow that makes TruCare unique in the care management market today. With a superior application framework and autonomous administrative tools, all associated clinical programs unite within a single care management solution to optimize productivity. Casenet's depth of experience, coupled with the clear vision, agility and the expertise necessary to tackle the challenges of healthcare today and tomorrow, will help your organization make a positive impact on the well-being of both your members and your business.

To learn more about the TruCare platform, please visit us at [www.casenetllc.com](http://www.casenetllc.com).

**TruCare Collaboration** includes modern and convenient methods for outreach and engagement with members, providers, care givers, and interdisciplinary care teams.

- ▶ Engage stakeholders across the continuum via chatrooms where an Interdisciplinary Care Team collaborates to address a member's problems, goals and interventions.
- ▶ Use secure tools for engaging members with care managers via video conferencing and chat where health coaching can take place and assessments can be performed or sent and successfully submitted by members.
- ▶ Perform effective clinician outreach where care managers can connect/follow-up with members' providers via messaging.
- ▶ Execute discharge planning where teams can review plans, communicate with one another, and share updated information.
- ▶ Quickly capture and update member care management information.