



### About Telligen

Telligen delivers customized, innovative solutions that improve the quality and cost-effectiveness of healthcare in state, federal, and commercial sectors. We have more than 45 years of proven success impacting our clients' outcomes and helping them manage their costs.

We bring clinical, analytics, IT and technical assistance expertise together to turn information into action to improve the quality and reduce the cost of healthcare.

### Locations

- Des Moines, IA (Headquarters)
- Denver, CO
- Boise, ID
- Boston, MA
- Baltimore, MD
- Minneapolis, MN
- Oklahoma City, OK
- Richmond, VA

### Accreditations



For more information, contact:  
**statesolutions@telligen.com**

*We Improve the Quality and Cost-Effectiveness of Healthcare for Consumers and Providers.*

### Experience

- Telligen provides analytics, population health management services and IT solutions to 36 million covered lives in the Medicaid, Medicare ( Federal ) and commercial markets.
- Medicare — Currently serve as the federally designated:
  - Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Iowa, Illinois, Colorado, and Oklahoma
  - Hospital Quality Improvement Contractor (HQIC)
- Medicaid — Provide care management, quality improvement and utilization review solutions in Colorado, Idaho, Iowa, Maryland, Massachusetts, Nebraska, Oklahoma, and Virginia.
- Commercial — Offer clients (employers, payers and third-party administrators), flexible population health solutions that optimize the health of members served, while improving outcomes and lowering costs.

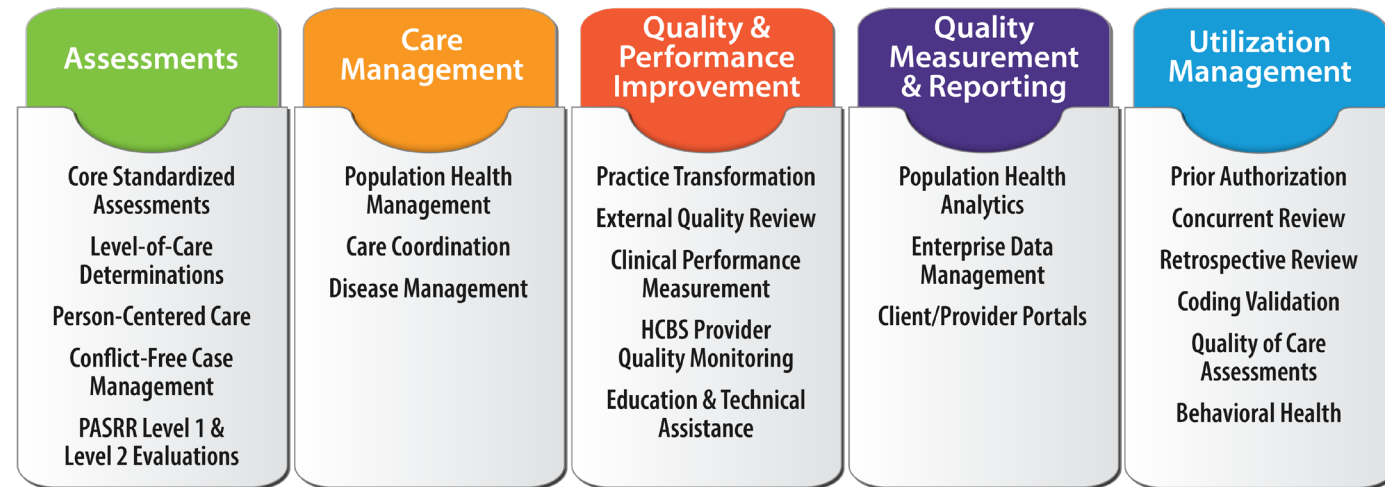


## Services to Support State Medicaid Programs

*Patient-Centric Health Management.*  
*Quality Improvement Interventions.*  
*Conflict-Free Assessments.*



Telligen offers a wide-array of tailored solutions that meet the complex care needs of diverse Medicaid populations. The programs outlined below are included as part of a comprehensive program or can be deployed as independent intervention strategies.



## Utilization Management

Telligen's UM professionals evaluate appropriateness of services to ensure members receive the right care, in the right place, at the right time. We have programs covering inpatient, outpatient, behavioral health and home and community-based settings.

## Care Management

Telligen's care management program pairs high-risk members with licensed health professionals to form individualized care plans that promote wellness and reduce the use of emergency services and inpatient care.

## Population Health Management

Our population health management services go a step further by engaging providers in practice transformation goals related to prevention, wellness, care coordination and quality improvement.

## Disease Management

Our coordinated, proactive approach ensures members receive the appropriate services, are educated on preventive measures, and able to navigate the healthcare delivery system.

## Care Coordination

Telligen professionals work one on-one with members to streamline care for those whose conditions require services that span multiple providers and settings.



## Quality Improvement

For more than 45 years, Telligen has been at the forefront of government initiatives aimed at improving quality and reducing costs. Medicaid providers rely on our QI expertise to improve outcomes for individual members and the overall practice.

## Practice Transformation

Telligen offers on-site support that helps practices improve care and create efficiencies by identifying gaps, implementing performance measurement, and building a self-sustaining quality improvement program.

## Clinical Performance Measurement

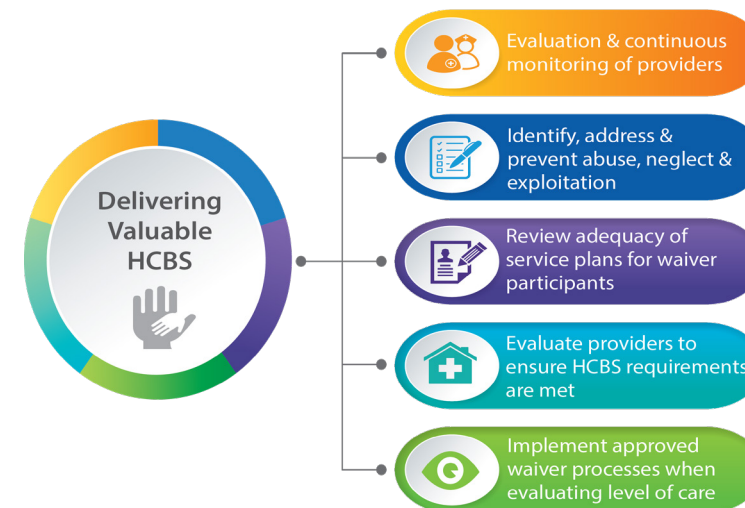
To facilitate delivery of high-quality, cost-effective care, our data analysts evaluate provider and facility performance on measures of cost and quality.

## Patient-Centered Medical Home

Telligen deploys teams of health coaches to primary care practices to assist with implementation of clinical and process work-flow designs that align with PCMH standards.

## HCBS Provider Quality Monitoring

Promotes improved care delivery by ensuring provider adherence to licensing/certification standards and specific waiver requirements; and offering assistance to meet ongoing compliance requirements.



## Education & Technical Assistance

Individually designed training on CSA process and their impact sessions that help stakeholders understand population-specific issues and ensure needs are being met.

## Consulting

Our services help agencies translate complex healthcare data into meaningful insights that tell stories, guide decision-making & build healthier communities by:

- Designing secure environments for managing data
- Identifying high-cost, high-risk drivers
- Guiding level-of-care decisions
- Setting targets, identify trends, unlock potential issues and opportunities and forecast future needs

## Member Assessments

To meet expanded requirements for long-term services and supports, Telligen's interventions help define quality and system goals and streamline service delivery.

## Core Standardized Assessments

Telligen-administered CSA's promote person-centered planning through independent assessments that assess strengths, functional impairments, and service-level needs.

## Level of Care Determinations

We offer determinations for waiver programs, ICF/ID and nursing facilities, and non-financial eligibility determinations for persons with mental illness.

## Person-Centered Care

Telligen helps states to select population-specific CSA tools that promote choice, reduce administrative burden, and establish a resource allocation methodology.

## Conflict-Free Case Management

Services includes service plan development, arranging member services/supports, and ongoing outcomes monitoring.

