

We designed our case management program as a collaborative process with members – one that involves assessments, planning, facilitation, care coordination, evaluation and advocacy for options and services. We engage members in our case management program by demonstrating our role as their trusted advocate. We also work with providers and stakeholders to identify health disparities within various populations to determine measure impacts, as well as proactively address social determinants of health.

**CASE MANAGEMENT SPECIALTY SOLUTIONS**

Behavioral Health Coaching	Embedded/Community-based Case Management
Chronic Disease Management – obesity and medically involved members	Long-term Acute Care/Rehab
Complex Medical Conditions	Neonatal Intensive Care Unit
Complex Wound Care	Substance Use Disorder (chronic pain/opioid use)
Difficult Placement/Placement Issues	Transplants (adult and pediatric)

Qualitrac's population health data and risk stratification outputs enable us to support high acuity clients through clinical health management activities and interventions that address social determinants of health, barriers to care or other triggers that prevent members from complying with/achieving treatment and care plan goals.

We also work with providers and stakeholders to identify health disparities within various populations to determine measure impacts, as well as proactively address social determinants of health.

**TELLIGEN'S HEALTH PLAN VALUE PROPOSITION**

The data that we gather through hands-on, person-centered case management helps inform and guide members' health goals, connect members with appropriate community resources and encourages them in building self-management skills to improve their health outcomes.

**DIFFERENTIATORS**

**Client 1**

- Over \$30 million in average annual savings
- High-risk patients spent 50 percent fewer days in the hospital and had 29 percent fewer ER visits
- 91 percent of members were very satisfied with the health management program
- 79 percent of members reported achieving one or more of their wellness goals

**Client 2**

- Return on investment savings of \$6 saved for every \$1 spent
- Focus on 7 areas: NICU babies, complex wounds, complex chronic conditions, organ transplants, discharges from acute rehab/long-term acute care hospital, PRTF and difficult discharges
- Average member engagement of six months



## 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 50 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.

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## EXPERIENCE

Telligen provides analytics, population health management services and IT solutions to 36 million covered lives in the Medicaid managed care, Medicare Advantage, Medicare fee-for-service, and Commercial markets.

# CONTACT OUR HEALTH PLAN SOLUTIONS EXPERTS FOR MORE INFORMATION



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LEARN MORE ABOUT OUR WORK, OUR  
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