



VALUE PROPOSITION FOR HEALTH PLAN SERVICES UTILIZATION MANAGEMENT

In the utilization management space, Telligen brings value in our ability to manage typical services such as hospital admissions, advanced radiological exams, outpatient surgeries, high-cost drugs, and durable medical equipment as well as special populations based on specific conditions, complexity of care, location of residence, and other factors. Telligen provides comprehensive (prior authorization, pre-payment, or post-payment) utilization management focused on getting the right care that aligns with evidence-based criteria and is in the right setting including with in-network/preferred providers.

From working closely with commercial, Medicaid, Medicare, and other populations, we understand that individuals face challenges in obtaining medical care and other supports. Some are also more prone to isolation and decline due to health problems or are more at risk for negative outcomes, as well as substance abuse and other behavioral health issues.

Our UM offerings are geared toward reversing those trends by ensuring that members receive the most appropriate services when they need them – and where they need them.



**UTILIZATION
MANAGEMENT**



**CASE
MANAGEMENT**



**VALUE-BASED
REIMBURSEMENT
MODELS**



**MEMBER
ASSESSMENT**

SPECIALTY UTILIZATION MANAGEMENT SERVICES

Surgeries, transplants, and advanced radiological procedures	High cost drugs, medical equipment, and supplies
Behavioral Health Crisis Services	Medical Adult Day Care Validations
Brain Injury, Medical Adult Day Care, Community Services, PACE, Model Waiver (which include Rare and Expensive Medical children) Programs	Specialized Reviews (providers with many quality-of-care issues, providers identified as a heavy-opioid prescribers and ones that may be over-utilizing services)
Children's Mental Health Programs	Long Term Care/Nursing Facilities
Chronic Adult/LTAC Hospitals	Specialty Pediatric
Early and Periodic Screening Diagnosis and Treatment Reviews for Applied Behavior Analysis	Prior authorization and concurrent review for inpatient stays

TELLIGEN'S HEALTH PLAN VALUE PROPOSITION

Our NCQA-aligned, URAC-accredited Qualitrac® tool helps us efficiently manage the review process, identify and address utilization patterns, reduce provider burden and streamline data exchange between us and our clients.

DIFFERENTIATORS

- Average ROI of 7:1 for Commercial UM
- Reduced Inpatient Admissions by 10%

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.

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



TOM MCGRAW

Vice President
Health Plan Solutions
tmcgraw@telligen.com
(701) 630-4882



CHAD BENNETT

Vice President
Business Development
cbennett@telligen.com
(515) 267-6298

LEARN MORE ABOUT OUR WORK, OUR
EXPERIENCE AND OUR STORY

WWW.TELLIGEN.COM