

CareRadius® Direct

Empowering Field Case Managers with mobile surveys



Any time, any place

EXL Healthcare's mobile solution, CareRadius® Direct, allows member surveys to be conducted when a care manager is out in the field. CareRadius® Direct is a mobile application accessed through your mobile device that communicates with the CareRadius® application.

Compliant and secure

CareRadius® Direct supports the use of surveys from your mobile device while adhering to security standards and maintaining compliance. This allows you to:

- › Conduct member surveys while off-site in a securely encrypted application
- › Sync survey templates and members with your mobile device
- › Four-digit PIN makes log-in easy and secure
- › Capture and export electronic signature

- › Sync survey responses directly into CareRadius® (Patent Pending)
- › Ensures compliance with NCQA/CMS/URAC state regulations for completing necessary surveys

Flexibility in the field

Care Managers need the ability to update survey templates and retrieve member data while on the go. Robust bi-directional functionality allows you to:

- › Retrieve an updated list of members to which you are associated
- › Access pre-loaded survey templates
- › Attach survey responses for the selected member
- › Delete unneeded survey templates
 - + Alerts user if responses have not yet been exported

Additional benefits

- › Ability to perform surveys when off-line and then sync them to CareRadius® when internet connectivity has been re-established
- › Care Managers can partially complete a survey and then check out the survey for completion at a member's home
- › View a member's prior responses

About EXL

EXL (NASDAQ: EXLS) is a leading operations management and analytics company that helps businesses enhance growth and profitability in the face of relentless competition and continuous disruption. Using our proprietary, award-winning Business [EXLerator Framework®](#), which integrates analytics, automation, benchmarking, BPO, consulting, industry best practices and technology platforms, we look deeper to help companies improve global operations, enhance data-driven insights, increase customer satisfaction, and manage risk and compliance. EXL serves the insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics industries. Headquartered in New York, EXL has more than 24,000 professionals in locations throughout the United States, Europe, Asia, Latin America, Australia and South Africa.

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