

HMS® Eliza Health Engagement Management solutions engage individual healthcare consumers to drive them to take action on their healthcare activities. It integrates a scalable, multi-channel technology platform, proprietary data sources, industry-leading analytics, and experience-driven program design services to deliver outcomes that matter.

We develop and implement utilizing our vast experience through billions of multi-channel consumer interactions. These conditions include diabetes and heart health interventions to help address HEDIS and Star measures and support care coordination. Our solutions are proven to be effective in managing these and other chronic health conditions leading to better medication adherence, gap closures, preventative care, and increased HEDIS and Star Ratings.

How it Works

Our best practice solution designs include outreach targeted to members that:

- Assesses health risk and connects members with appropriate resources to support their health
- Offers education and support to drive members to complete recommended screenings/tests
- Promotes the patient/provider relationship
- Assesses self-reported compliance and addresses barriers



Chronic Condition Management Case Study Results

DIABETES MANAGEMENT/SCREENING

The Eliza Chronic Condition Management program educates and informs members of required screenings to help manage diabetes and/or hypertension (A1c, DRE, micro albumin, blood pressure monitoring).



23% increase in gap-in-care closures for diabetes care including eye exam and kidney disease monitoring



More than doubled the number of members who visited their physician for follow-up A1C testing post-outreach



54% increase in scheduled eye exams among diabetes populations



76% increase in number of patients who received recommended diabetes screening

MEDICATION ADHERENCE

This program also addressed statin therapy for members with diabetes and/or hypertension, and adherence to the statin therapy with the Eliza Medication Adherence program.



26% increase in medication adherence rates for hypertension over a group that received no intervention



25% increase in medication adherence with statin treatment



2-5% year improvement in quality measures, using HEDIS methodology