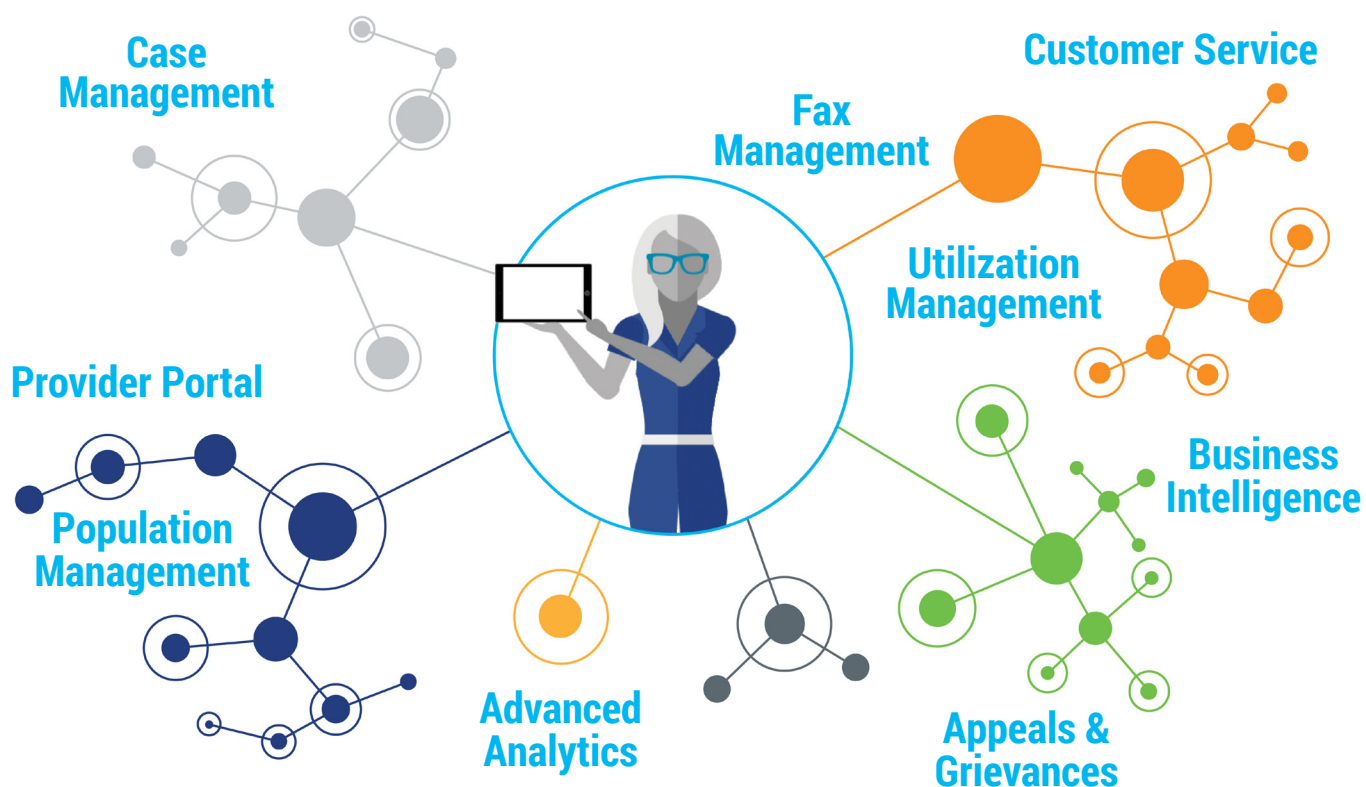


Empower Your Care Traffic Controller





Flexible

- Enhance existing processes
- Quick-to-market solution
- Separate yet connected modules
- Third party inputs and integration

Coordinated

- Interoperability across multiple systems
- Interdisciplinary team-based approach
- Real-time insights across your population
- Assists organizations to meet/exceed NCQA requirements

Member-Centric

- Member first and not at the mercy of the system capabilities
- 360-degree member view
- Individualized plans to support unique member health needs informed by evidence-based care programs

Intuitively Designed

- Empower nurses to deliver better patient care in a timely manner
- Minimal training required
- Embedded evidenced-based guidelines (Change Healthcare and MCG Health)

Intuitively Designed to Deliver the Best Care

Healthcare organizations are faced with unrelenting pressures to do more with less, improve health outcomes, lower medical and administrative costs, and coordinate care across the continuum with growing member populations. Quite often, system limitations complicate care management delivery demands and place additional administrative burden on your staff.

HMS® Essette Care Management Technology

is intuitively designed and adaptable to support evolving coordinated care demands while delivering to daily individual member care needs – ultimately empowering your care traffic controller to deliver the best available care to your members.

Essette® is a modular, flexible, user-friendly, web-based solution that gives you a 360-degree view of your members. Avoid extraneous administrative tasks while encouraging engagement and collaboration with members and providers.

Proven Empowerment

↓ **75%** reduction
in task time for
clinical entries

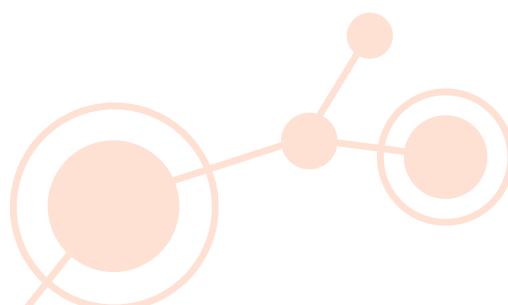
↑ **300%** increase in
throughput delivering
\$25 million in savings
over three years

↓ **70%** reduction
in authorization
processing time from
10 to three days

↑ **75%** increase
in throughput by
streamlining process –
reducing 12 individual
tasks to three

↓ **66%** reduction in
authorization review
time from 30 minutes
to 10 minutes –
consolidating five
disparate systems

↑ **250%** increase in
members supported
in Case Management



HMS Essette Core Product Offering

Essette core products support all care management workflows. All products can be incorporated at launch or added as needed. Essette also allows for interoperability across multiple systems. We specialize in partner integrations to deliver seamless configurations and workflows that streamline your care management ecosystem.

Case Management [CM]

Seamlessly manage interdisciplinary care teams while performing individual member assessments and monitoring interventions.

Utilization Management [UM]

Monitor prior authorizations, inpatient stays, and concurrent and retrospective reviews. Evidence-based guidelines and authorization rules inform cohorts to remain efficient while ensuring compliance.

Population Management [PM]

Manage population to identify risk levels. Organize workflows by specific criteria such as claims information or pharmacy data. Activate campaigns for the population such as referring to case management or sending correspondence.

Appeals and Grievances [AG]

Manage member, provider, authorization denials, payment issues, and other types of appeals and grievances. Guided step-by-step process using automated tasks with configurable turnaround times and attachments to stay compliant.

Customer Service [CS]

Connect customer service support with case management activities. Create new issues, provide immediate answers, and efficiently route problems to the appropriate caseworker.



Supporting Modules

Advanced Analytics [A²]

Based upon the Johns Hopkins ACG[®] System (Adjusted Clinical Groups) predictive models. Customizable dashboards and drill-down metrics combined with industry-standard Healthcare Effectiveness Data and Information Set (HEDIS[®]) quality measurement reduce costs and improve outcomes.

Business Intelligence [BI]

This reporting dashboard integrates with Essette products and provides insight into your care management domain.

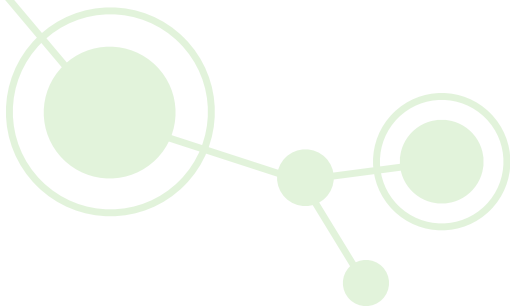
Provider Portal [P²]

Streamlines tasks and notices directly to a provider, ensuring a patient receives their individualized care plan in a timely manner. Real-time authorization submission and status inquiries give the provider instant feedback.

Fax Management [FM]

Generate and automatically route authorizations, appeals or grievance cases from an inbound fax to the appropriate work queue.

“Essette is the complete solution.” - IT Director



Clients rave about the technology's ease-of-use for end users, and managers praise the consistency across Essette that minimizes training time. Since Essette comes with content, you can get to work on day one. It is also completely configurable to accommodate your existing materials and workflows.

“... highly usable, intuitive, and makes documenting workflow significantly easier. Internal and external users all agree that this is a significant improvement to our processes.”

- Medical Informatics Analyst

“Superior customer service throughout implementation and service after.”

- Clinical Support Supervisor

“More of a think partner than a vendor.” - Director

HMS Essette not only delivers simplified processes and data, but actionable intelligence that improves productivity and outcomes. Our clinical and technology experts can provide guidance, workflow best practices, and integration plans — so that your clinical staff can focus on providing the best possible care to members.

For more information about how you can empower your care traffic controller, [request a demo today](#).

