



casenet<sup>®</sup>

**A population health company**

## About Casenet

Casenet creates configurable, scalable population health technology that unites disparate systems and data, enabling healthcare organizations to manage care efficiently and effectively. We believe that when people, systems and data work in harmony, a real, positive impact can be made on the health of individuals and populations which translates to improved outcomes and lower costs.

Founded  
**2002**

Employees  
**300 +**

Corporate Headquarters  
**Bedford, MA**

**Fortune 61**

Wholly-owned subsidiary  
of Centene Corporation

Single Instance Scalability

**12,000**

concurrent users

**14M**

members

**11%**

of the United States  
population is managed in a  
Casenet product



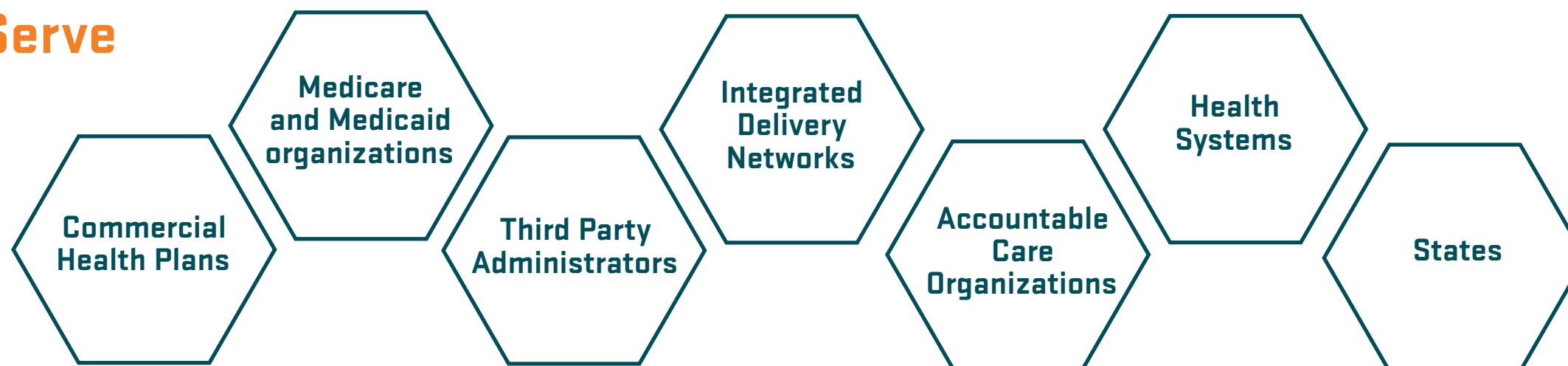
**93%**

customer satisfaction

**94%**

on-time, on-budget  
implementations

## Who We Serve



## Why Casenet?

### PARTNERSHIP



We work closely with you to develop a solid, long-term partnership.

### PHILOSOPHY



We believe that when people, systems and data work in harmony healthcare improves.

### RECOGNIZED



Casenet was named Best in KLAS three years in a row.

### DATA DRIVEN



We are experts in uniting disparate data sources to make the data actionable.

### STABILITY



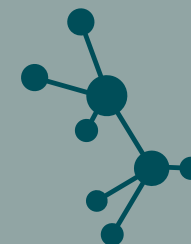
Casenet is a wholly-owned subsidiary of Centene, a Fortune 61 company.

### EXPERIENCE



We have deep experience developing and implementing population health technology.

### INTEROPERABILITY



Our technology enables disparate systems to work together.

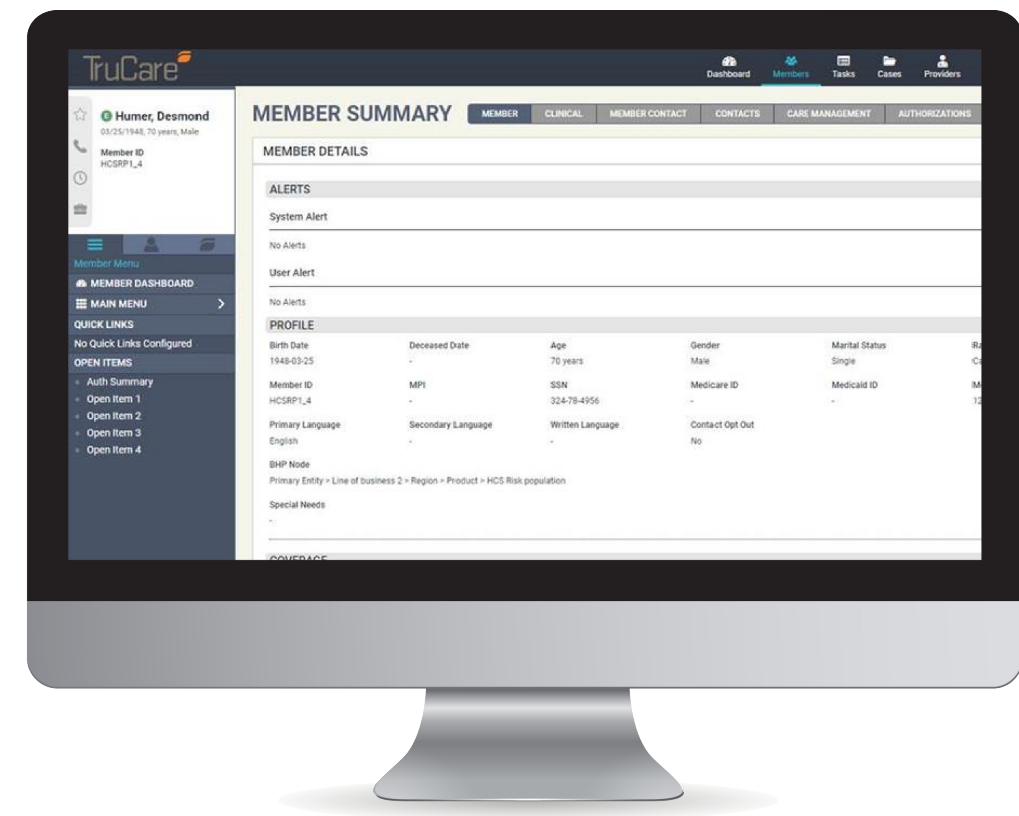
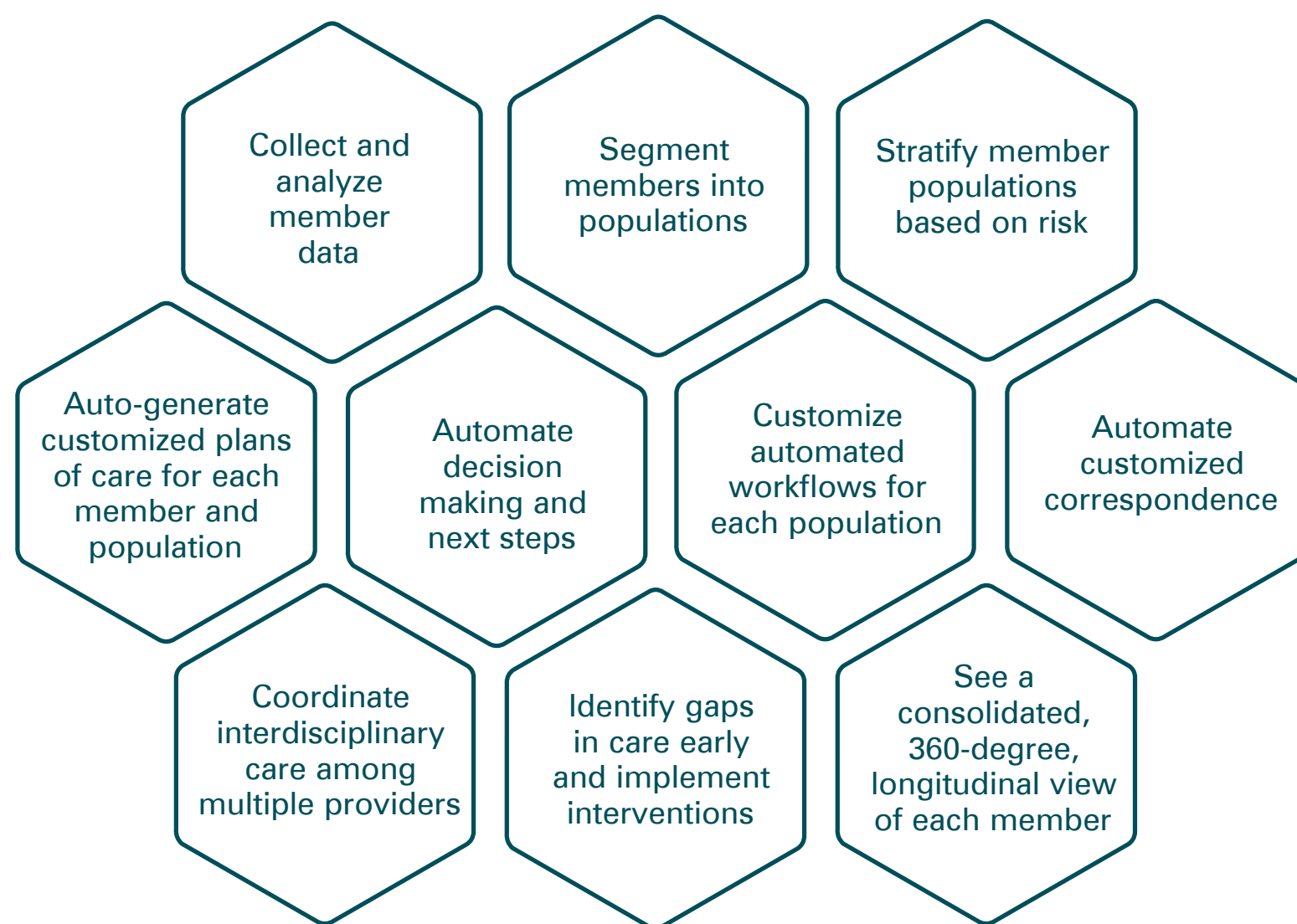
### FLEXIBILITY



Our technology is flexible, enabling customized workflows.

# TruCare Overview

TruCare is Casenet's flagship product. It's a population health platform that enables healthcare organizations to efficiently and effectively provide care.



## Benefits

### Keep members healthy

Facilitate preventative care so healthy members can stay healthy

### Lower costs

Proactively address the needs of the most complex and costly members

### Ensure compliance

Comply with local, state, and federal regulations

### Create efficiencies

Eliminate duplication of work, waste, and inefficiency

# TruCare Features and Functionality

TruCare includes a standard set of features and functionality. A menu of additional modules can be added based on your needs.



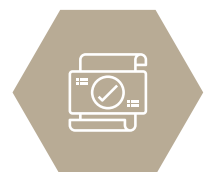
## Care Management

Care teams access a single, integrated care plan while each user has their own tasks and assignments. Problems, goals, interventions and outcomes are easily documented. All authorized users can see the care plan which allows them to coordinate efforts and work collaboratively.



## Disease Management

Care teams design and deploy personalized disease management programs. New member data, gathered from multiple sources, is continually added giving users an up-to-date view of the current state of each member's health. Assessments, care plans, correspondence and structured notes streamline documentation and communication.



## Utilization Management

Authorization workflows and auto-approvals are configured and automated according to your business rules, ensuring appropriate turn around times. Users manage appeals and grievances, inpatient authorizations, procedure requests, concurrent reviews, and much more.



## Appeals and Grievances

The system provides an integrated appeals and grievances solution that enables a 360 degree view for appeals staff. Workflows are consistent with utilization management and are driven by configured rules driving turn around times.



## Care Opportunities

Predictive modeling data including risk scores, conditions, gaps in care, and other risk indicators are imported into TruCare. This data triggers actions and workflows that proactively address risk factors and mitigate exacerbation of costly health conditions.



## Automated Workflow

TruCare's automation engine, which is configured with your clinical best practices and policies, generates customized workflows. Your rules target members and populations for specific actions – like automated case creation, correspondence, and follow-up tasks.



## Segmentation

TruCare segments populations based on line of business, county, population, or program. Each segmented population triggers different clinical assessments, care plans, and structured notes. Population-specific utilization management rules are presented based on each member's unique situation.

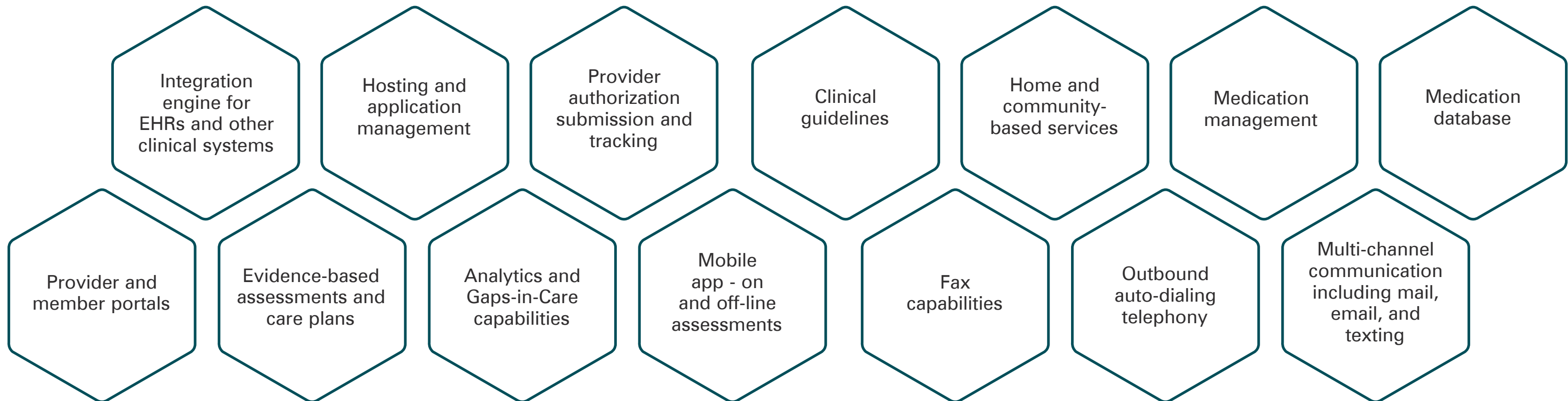


## Reporting and Dashboards

Role based dashboards are easily configured for operational oversight and productivity measurement.

## TruCare Extensions

The TruCare platform is modular, which enables you to add optional content and features to meet your needs. Some of the TruCare extensions are developed internally by Casenet, while others are provided by partners who specialize in particular areas. All extensions are completely integrated into the TruCare workflow.



## Our Partners



## TruCare Implementation

Casenet has a strong track record of successful implementations based on a proven, modular implementation methodology that is easily adapted to your specific requirements. We have experience implementing TruCare at health plans with 200,000 members all the way up to plans with more than 14 million members. Data shows that more than 94% of TruCare implementations are on-time and on-budget.

The implementation process begins with a comprehensive Discovery Phase to ensure clarity around priorities and requirements. From there, the Implementation Team maps out deliverables, resources and timing.

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**94%** *of TruCare implementations are on-time and on-budget.*

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## TruCare Services and Support

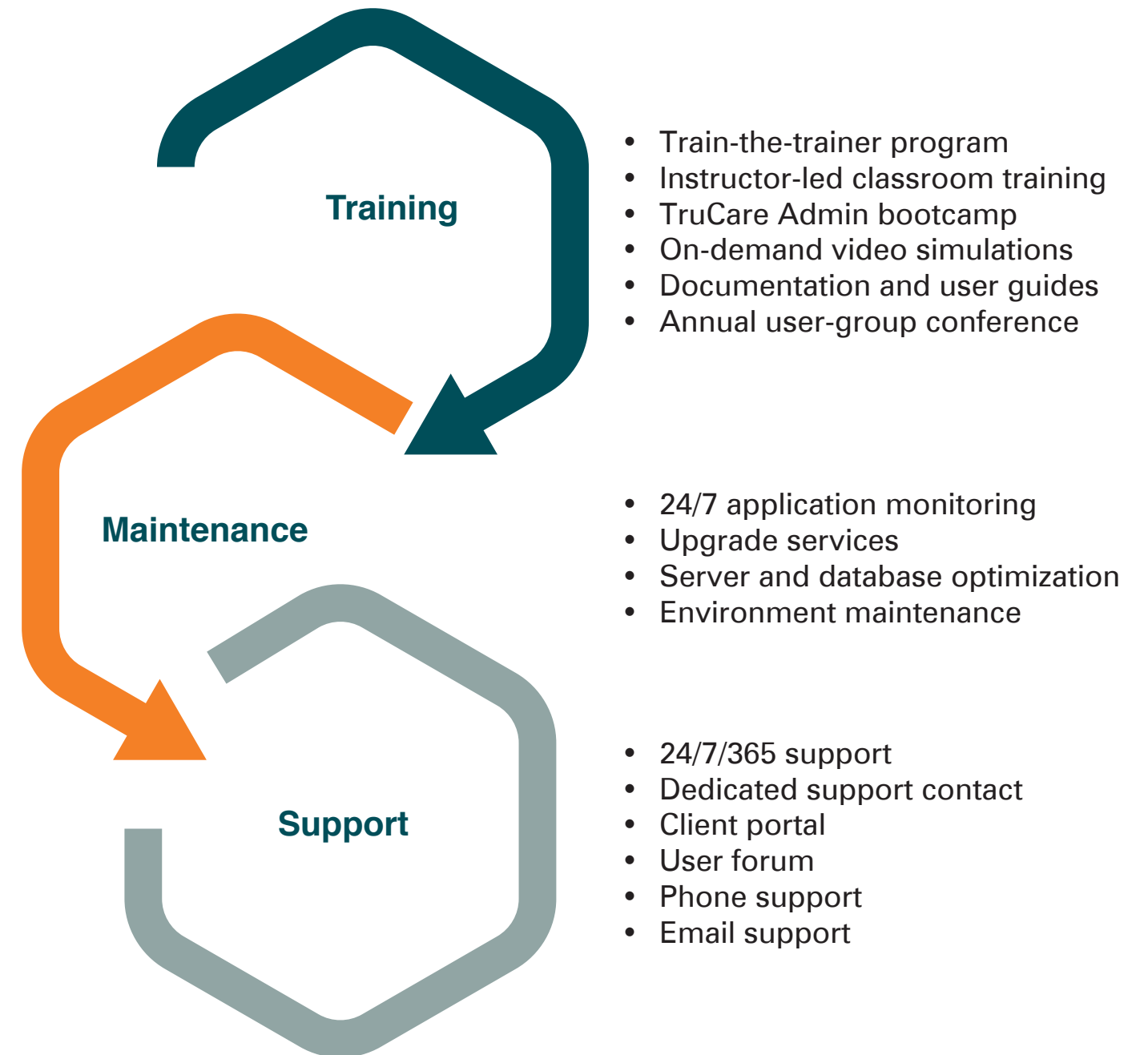
Casenet's top priority is customer satisfaction. Our team is made up of healthcare leaders, clinicians and technical experts who have healthcare industry experience and are obsessed with our clients' success. Casenet has developed service solutions and invested in supporting technology to facilitate partnership-based engagement, managed services and training delivery for our clients and to promote client-to-client collaboration.

Casenet clients are assigned a client success executive and a primary support contact who get to know the intricacies and priorities of each client. This fosters a familiarity that maximizes responsiveness while also promoting voice-of-the-client advocacy for Casenet's internal teams. Casenet's partnership philosophy maximizes adoption and the value our clients achieve with the TruCare solution.

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**93%** *customer satisfaction score*

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## Return on Investment

Ribera Salud is an integrated healthcare organization in Spain made up of primary care centers, multidisciplinary care teams, and hospitals. The government of Spain partnered with Ribera Salud to manage the care of more than 700,000 patients under a capitation model.

Ribera Salud wanted to understand the impact of TruCare on cost and quality. The organization conducted a study in September, 2018 that looked at various quality indicators including inpatient admissions, length of stay, and emergency room visits. The research results showed a 26% decrease in hospital admissions, a 29% decrease in hospital readmissions, and a 13% decrease in emergency room visits.

Ribera Salud also studied the impact of TruCare on patient satisfaction to understand how population health practices impacted patient behavior. Patients reported very high satisfaction (9.3 out of 10) with the TruCare population health program. Patients also reported very strong medication compliance (95%) and 80% reported they understood their medical condition and knew what actions to take if their medical condition changed.

Ribera Salud conducted an independent study to understand the impact of TruCare on cost and quality. This chart shows the results for patients with complex, multi-morbidities or vital organ neoplasms.

“ The results of this study clearly spell out the value of TruCare on both outcomes and patient satisfaction. TruCare has been integral to our success in providing quality care to our patients. ”

Alberto de Rosa, Chief Executive Officer, Ribera Salud

**26%**

decrease in  
hospital admissions

**29%**

decrease in  
hospital re-admissions

**13%**

decrease in  
emergency room visits

**6%**

decrease in  
length of stay



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