ComplexCare Solutions & Synapse
-Use Case-

Ashok Sudarshan,
COO
ComplexCare Solutions

Tom Boosinger,
CEO and Founder
Synaptic Advisory Partners

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SYNAPTICAP

About Synaptic AP

- In business since 2008
- 2014 and 2015 MIPS award working with University of Maryland
- Built on the world's leading cloud technology platform
- Touching over 1 Million lives across the USA
- Over 98% customer satisfaction rate

synapticap.com | synapsephm.com

Synapse™

ComplexCare Solutions

- National company (22 states plus Puerto Rico) specializing in home assessment, risk adjustment, and care management
- Partners with health plans for In-Home Risk Assessments and Coordinated Care Management
- Expertise in: Medicare Advantage, Duals, and SNPs
- Focuses on twin goals of Revenue accuracy and Cost reduction.
- Focus is on “impactability” through customizable solutions that find and engage more high risk members

Challenges

- Could not efficiently coordinate outreach and visits
- Wanted to better understand patients and the challenges they were facing
- Existing 56-page questionnaire was difficult to administer and modify
- Broken scheduling – 100's of instances of Outlook
- Needed to better administer assessments and collect data offline

Needs

Achieve significant savings

Improve quality of care

- Sophisticated Scheduling
- 360° Member View
- Powerful Assessment Tool
- Seamless Integrations
- Mobile/Offline Capabilities
- Actionable Data
- Improved Outcomes
- Scalable Technology
- Flexible Scenarios
- Easy Collaboration

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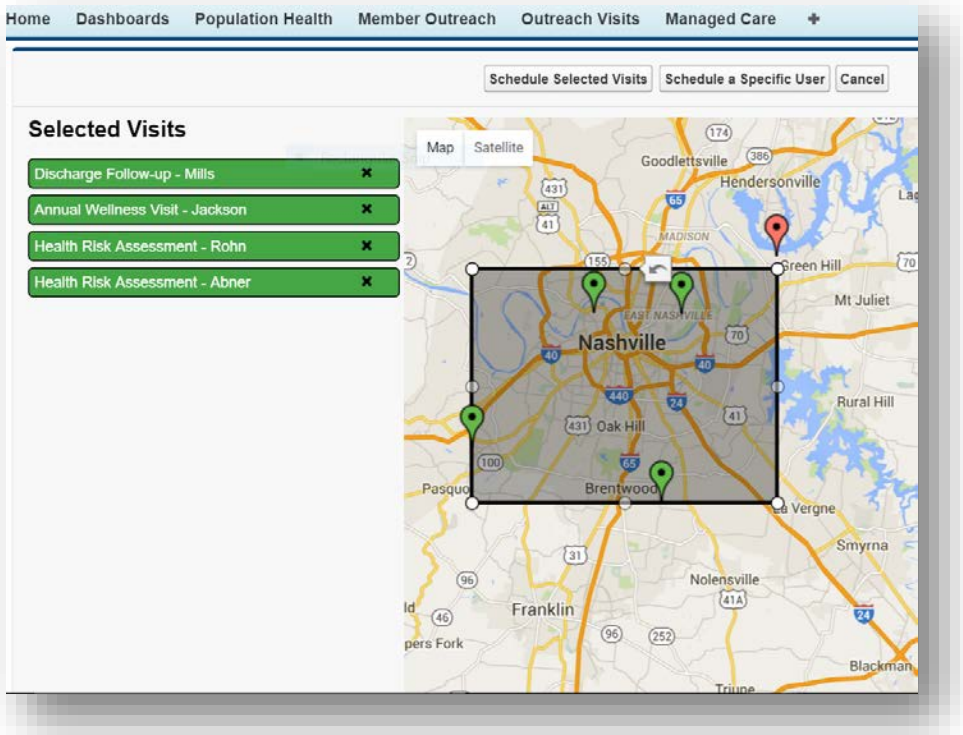
Solution - Scheduling

- Customizable platform
- Centralized or self scheduling
- Built In Intelligence
  - Resource proximity
  - Traffic patterns
  - Priority
  - Case load awareness
  - Patient needs
  - Credentialing and Client program teams



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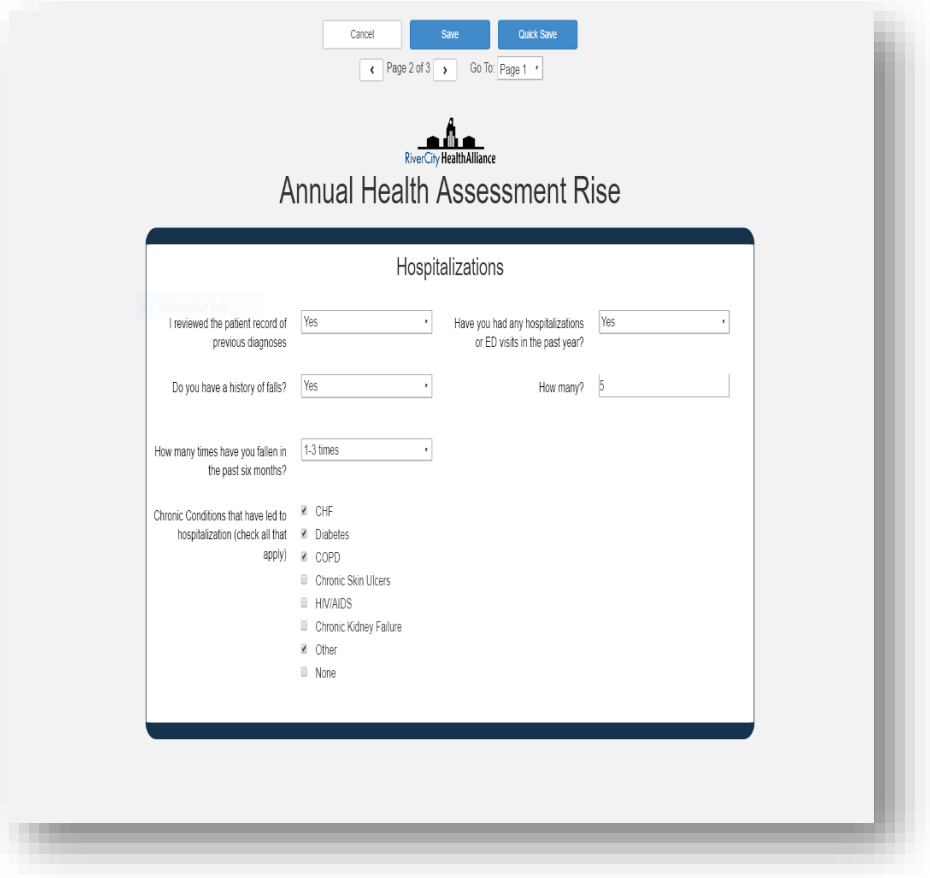
Solution - Assessments

- Leverages CCS's best and brightest
- Personalized for each patient
- Contextually relevant questions
- Highlights potential problems and risks
- Data moves directly to the patient Care Plan
- Links diagnosis to ICD-10 codes



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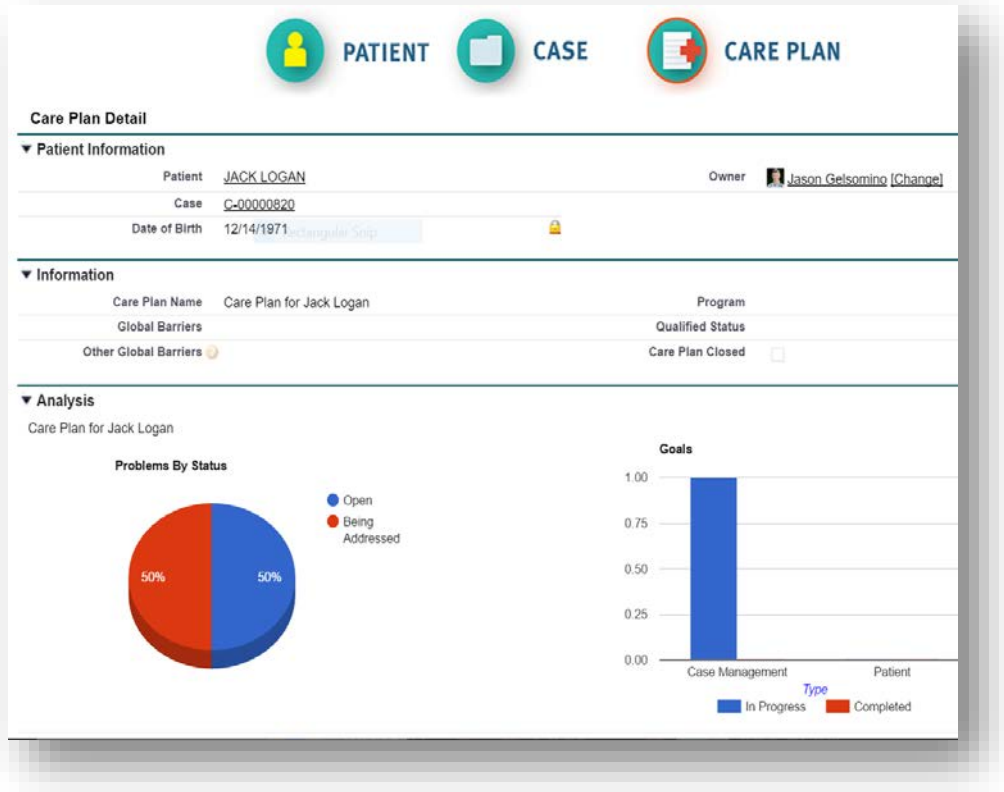
Solution – Care Management

- Customizable assessments geared toward program and member
- Auto-assigned interdisciplinary care teams
- Auto-generation of care plans with workflows and reminders
- Medication interactions and evaluation
- Enable care teams to collaborate in a shared space



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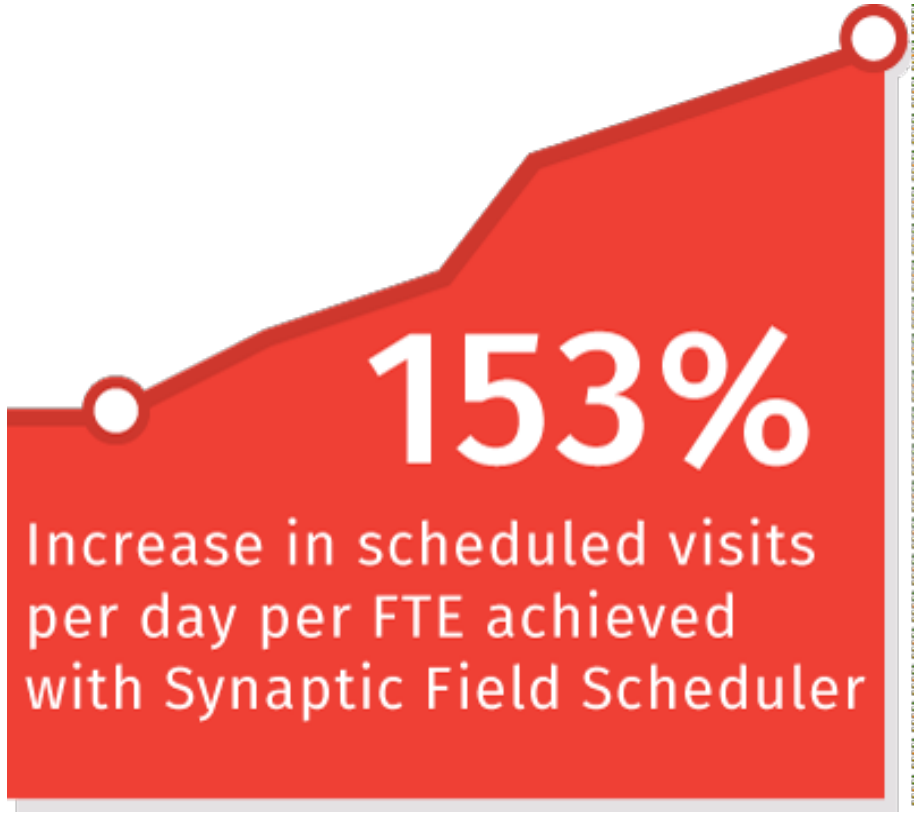
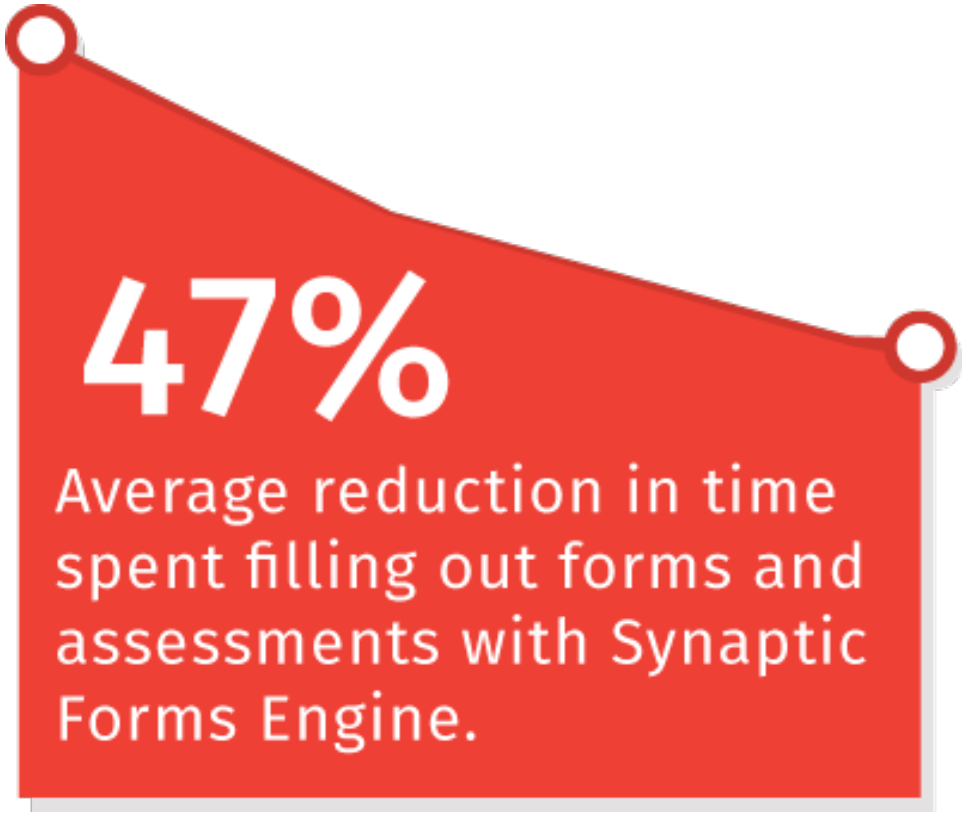
Benefits

Effectiveness



Efficiency



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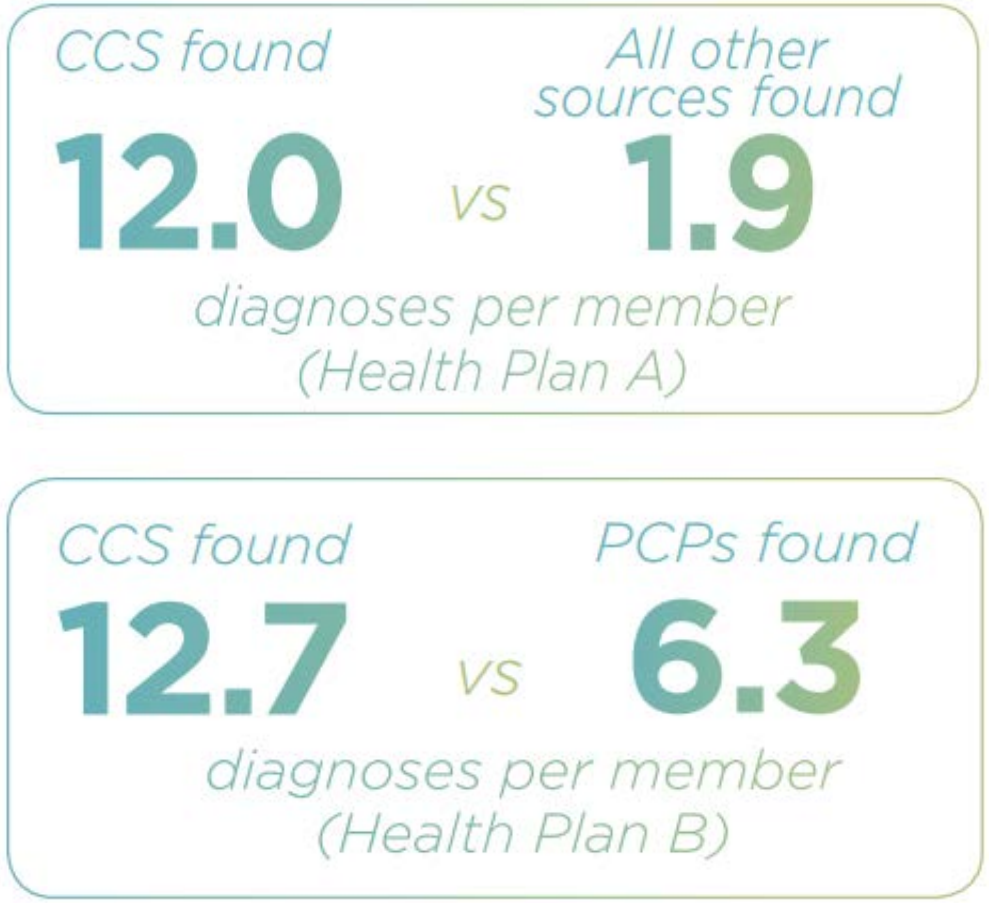
Assessment Outcomes

- Greater than 98% coding accuracy
- Appropriate reimbursements
- An average ROI of 6:1 for assessments



Care Management Outcomes

- Improved member compliance and independence
- Lower costs from reduced medical expenses, readmissions and ER visits
- 94% member satisfaction with members staying in the home
- Expansion of client programs

CCS Strategy Enablement

- Build on today's results – Continue to leverage flexibility
- New types of patients in population
- Expansion to other lines of business
- CMS Compliance and Direction
- Synapse facilitation for CCS

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Key Takeaways

- Be Prepared for Change
- Recruit Staff
- Technology MUST unlock opportunities for your business
- Population health technology should do the following:
  - Improve visibility across your population and internally
  - Improve the efficacy of interventions
  - Reduce cost of care
  - Be flexible
- Remember cost of delivery

Thank you

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info@synapsephm.com

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