



## ComplexCare Solutions & Synapse -Use Case-

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**Synaptic Advisory Partners - Confidential and Proprietary** 



#### 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





### 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

- Sophisticated Scheduling
- 360° Member View
- Powerful Assessment Tool
- Seamless Integrations
- Mobile/Offline Capabilities

- Actionable Data
- Improved Outcomes
- Scalable Technology
- Flexible Scenarios
- Easy Collaboration



#### Achieve significant savings



Improve quality of care

SYNAPSE

### **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





#### 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

RiverCity Health Assessment Rise						
	Hospi	talizations				
I reviewed the patient record of previous diagnoses	Yes	Have you had any hospitalizations or ED visits in the past year?	Yes			
Do you have a history of falls?	Yes r	How many?	5			
How many times have you fallen in the past six months?	1.3 times					
Chronic Conditions that have led to hospitalization (check all that apply)	CHF Diabetes COPD Chronic Skin Ulcers HV/AIDS Chronic Kidney Failure Other None					

#### 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

Care Plan Detail				
<ul> <li>Patient Information</li> </ul>				1.112
Patient	JACK LOGAN		Owner	Jason Gelsomino [Change]
Case	C-00000820			
Date of Birth	12/14/1971Cangular Solp	<u> </u>		
<ul> <li>Information</li> </ul>				
Care Plan Name	Care Plan for Jack Logan		Program	
Global Barriers			Qualified Status	
Other Global Barriers	)		Care Plan Closed	
<ul> <li>Analysis</li> </ul>				
Care Plan for Jack Logan				
Problems By Status			Goals	
			1.00	
	Open Being		0.70	
	Addressed		0.75	
50%			0.50	
50%	50%			
			0.25	
			0.00 Case Manag	ement Patient
			Case Manag	ement Patient



#### **Benefits** Effectiveness Efficiency 47% 153% Average reduction in time Increase in scheduled visits spent filling out forms and per day per FTE achieved assessments with Synaptic with Synaptic Field Scheduler Forms Engine.



#### **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



#### 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



