

# Engaging the provider

Automating communication between the health plan, provider, and member



With CareAffiliate® providers now have a secure, automated, cloud-based communication tool to support the healthcare team at the point of care.

## Bi-directional communication

CareAffiliate®, facilitates seamless communication between the health plan and provider. Health plans can trigger messages that flow from CareRadius® (patent pending) to CareAffiliate® in “real- time,” resulting in improved response times.

Our secure Member Message Inbox includes four message types:

- Notification of member enrollment into a care management program
- Notification of a gap in care
- Status of Authorization
- Status of Referral

## Status of referral status

### Operational Efficiencies

CareAffiliate® improves bi-directional communication between our clients and their providers. This results in a reduction of calls to determine referral/ authorization status, a decreased number of fax submissions for authorization requests, and early identification of member gaps in care. By identifying gaps in care at an early stage, the provider can make data-informed decisions and improve member outcomes.

## Care collaboration

Enhanced care collaboration by the health plan through the sharing of a member's care plan. If a provider has the appropriate security he/ she can update the care plans based upon newly identified issues. Our newest release will allow the acceptance of CDA data to ensure care plans have the proper elements to meet NCQA audit requirements for case/disease management enrollment and to improve overall management of the member.



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Additionally, clients broadcast informational messages to providers which can be configured to contain specific provider messages to the message queue. For example, health plans can send a message to all of providers letting them know of a change in medical policy.

## Patient summary report

CareAffiliate® provides physicians with the ability to view a comprehensive patient summary report that includes case manager notes, utilization history, medications, metrics such as labs or blood pressure readings, and current care management programs. Through this report, providers are empowered with a comprehensive view of the member before he or she is seen in the office.

## Reduce operating costs

Utilizing an intuitive web-form and a tailored data-entry experience based on business needs and services being requested, authorization entry is easy for both new and experienced users. Authorization form properties like required fields, hidden or displayed fields, and defaulting values are managed with the CareRadius® Suite.



## About EXL

EXL (NASDAQ: EXLS) is a leading operations management and analytics company that helps businesses enhance growth and profitability in the face of relentless competition and continuous disruption. Using our proprietary, award-winning *Business EXLerator Framework*®, which integrates analytics, automation, benchmarking, BPO, consulting, industry best practices and technology platforms, we look deeper to help companies improve global operations, enhance data-driven insights, increase customer satisfaction, and manage risk and compliance. EXL serves the insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics industries. Headquartered in New York, EXL has more than 25,000 professionals in locations throughout the United States, Europe, Asia, Latin America, Australia and South Africa.

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