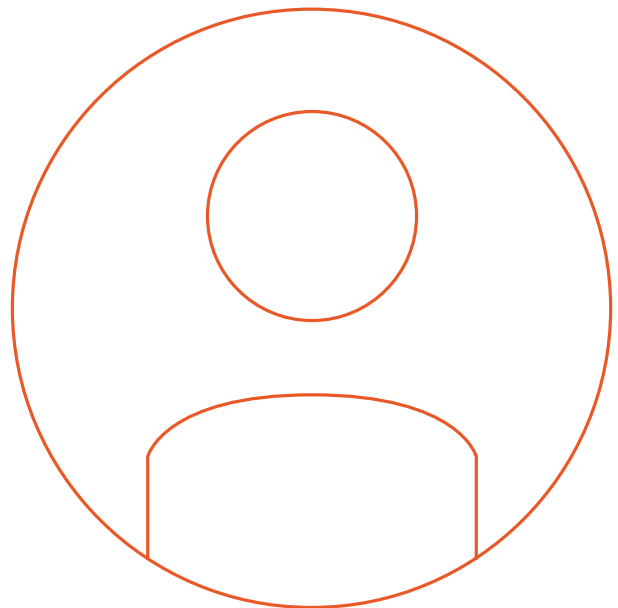


CUSTOMER SUCCESS

Boosting member enrollment with the Innovaccer Health Cloud

Overview Members are at the core of any health plan. However, the aftermath of COVID-19 poses new challenges for health plans when it comes to member enrollment. Based on a recent analysis, it's estimated that between March 1 and May 2, 2020, nearly 27 million Americans may have lost their job-based coverage.

Past experience suggests that a large proportion of these workers will potentially remain uninsured, even though nearly 80% are likely to be eligible for free or subsidized coverage. Therefore, it's vital for health plans and payers to work with the right partner to help boost member enrollment and provide high-quality member experiences.





appropriate member engagement



consistent reduction
in coding gaps



improved member experience



better cost management
and lower costs



higher member retention



higher member engagement

At a glance

- The Innovaccer Health Cloud can help organizations improve overall performance
- Organizations have reduced readmission rates with the Innovaccer Health Cloud

Challenges

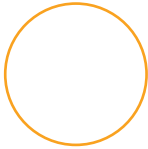
- Increased consumer demands
- Difficulty standing out in a competitive health plan market
- Poor member retention
- Poor data management

Solutions

- Holistic member profiles
- Streamlined approach to data management
- Improved member engagement
- Timely coding and care gaps identification

Hurdles in fashioning a seamless care transition experience

There are multiple challenges that payers face when it comes to member enrollment:

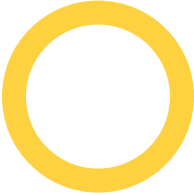


A competitive market where consumers have access to many health plan options

A rising trend of consumerism and increased consumer demands from high-quality health plans

Poor member retention due to inadequate member engagement

A lack of optimization to identify high-risk patients and develop personalized interventions



Deficient interoperability for payer-payer data exchange, per CMS compliance

An increased need to maintain or improve Star Ratings for Medicare plans

An ongoing need for unified member views using data from disparate sources



Solutions

Payers would realise significant ROI by leveraging Member Engagement capabilities by leveraging the Innovaccer Health Cloud to accelerate their digital transformation and stand out among the competition through:

Integrated and interoperable systems that streamline data exchange

Real-time physician alerts for upcoming appointments and to highlight care gaps

Thorough member profiles that help identify high-risk members and personalize care plans

Improved care quality by supporting providers in taking better value-based decisions

Tools that help members with treatment adherence

Tools that assist payers in sharing educational resources

Outcomes

For payers, the benefits of the Innovaccer Health Cloud and its Member Engagement solution can help payers make steady improvement to improve member satisfaction.

A rise in member enrollment for health plans

Significant improvement in member engagement throughout the care journey

A unified, 360-degree view of members

Innovative technology to help gain a competitive advantage over other health plans

Consistent reduction in care and coding gaps

Higher value-based care and reduction in costs due to treatment personalization, high-risk member identification, and treatment adherence

Favorable member reviews due to member satisfaction

Improved Star Ratings

Innovaccer by the numbers

\$600M

total medical
expense reduction

12M

Value-based care
lives managed

37,000

providers

7M

commercial

3M

Medicare

2M

Medicaid

Innovaccer Inc., the Health Cloud company, is dedicated to accelerating innovation in healthcare. The Innovaccer® Health Cloud unifies patient data across systems and care settings, and empowers healthcare organizations to develop scalable, modern applications that improve clinical, financial, and operational outcomes.

Innovaccer's solutions have been deployed across more than 1,600 care settings in the U.S., enabling more than 96,000 providers to transform care delivery and work collaboratively with payers and life sciences companies. Innovaccer has helped its customers unify health records for more than 39 million people and generate over \$1B in cumulative cost savings.

Innovaccer is the #1 rated Data and Analytics Platform by KLAS, and the #1 rated population health technology platform by Black Book.

For more information, please visit innovaccer.com

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