

CUSTOMER SUCCESS

Enhancing member engagement with the Innovaccer Health Cloud

As member-centered care becomes a higher priority, payers and providers are equally responsible for addressing the needs of members, who expect higher-quality care experiences and are negatively impacted by gaps in care coordination and delivery.

Healthcare organizations need effective, convenient, and affordable network management solutions and technologies to improve care delivery and enhance member engagement.

Challenges

- Higher member expectations
- The need to improve member engagement and loyalty

Solutions

- Real-time health data access
- Data analytics to identify and address member issues
- Personalized care for members

Challenges

While choosing health plans, members trust providers and insurers to protect their medical data and give them the care they need. Members want high-

quality services and experiences, so it's important for organizations to find ways to improve member engagement and long-term loyalty.

Solution

Innovaccer's Member Engagement solution, built on the Innovaccer Health Cloud, uses a consumer-oriented approach that allows members to take charge of their own healthcare journeys. The solution empowers members with the right information and resources and connects them to the network's top providers. Additionally:

The solution gives members real-time access to health information via the Member Portal. They can also share their information with providers and care teams and access various health resources.

The solution uses analytics to identify members' issues. Members can leverage claims and payer data as well as touch-point information and ~~third-party data (e.g., clinical data from providers,~~ information about social determinants of health, etc.).

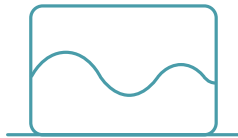
The solution provides personalized care options to maximize results by analyzing signals from members and responding with an individualized engagement approach for each patient.

Results

The Innovaccer Health Cloud provides a comprehensive platform to ensure healthy, happy and engaged members. The Member Engagement solution on the Innovaccer Health Cloud can help organizations:



Boost member satisfaction



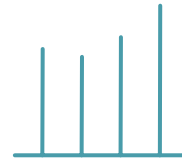
Execute personalized app-based campaigns



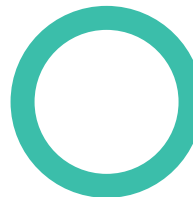
Reduced network leakage



Empower patients with a mobile app



Track population metrics and engagement patterns to make impactful decisions and reduce network leakage



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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