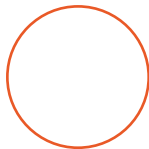




## CUSTOMER SUCCESS

# Improving clinical performance with the Innovaccer Health Cloud

Over the past decade, payers and providers have made significant improvements in the safety, effectiveness, and efficiency of medical care, and the shift to member-centered, value-based care models has only increased the need to deliver high-quality care. Payers need to conserve resources and ensure appropriate care for every member while governance boards and administrators lead changes in systems, work processes, organizational culture, infrastructure, and collective behaviors to improve overall performance.





lighter workload for providers



consistent reduction in coding gaps



improved member experience



integrated data-retrieval system



better cost management and lower costs



fewer adverse incidents



bundled services for members

### At a glance

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

### Challenges

- Disparate data sources
- Few evidence-based strategies for improvement
- Lack of appropriate data exchange
- Multiple touchpoints in the care journey

### Solutions

- Holistic member profiles
- Access to actionable insights at physicians' fingertips
- Real-time alerts
- Supplemental data-reporting for physicians

## Challenges

Poor data management, access, exchange, and interpretation can harm payer performance. Improving performance comes with a number of challenges:

There are few evidence-based strategies that significantly improve clinical performance.


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Payers and providers have different perspectives that often make collaboration difficult.

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Pre-service and post-service care involves multiple care providers, making it more difficult for payers to extract and manage data.

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The need for interoperability to support appropriate reimbursement and sustain high-quality member care continues to increase. Despite the widespread adoption of electronic medical record (EMR) systems, medical chart retrieval often involves manual processes.

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Successful medical record retrieval requires many retrieval methods to integrate data records while using resources efficiently, reducing turnaround time, and minimizing provider inconvenience.



## Solutions

Payers can leverage the Innovaccer Health Cloud to accelerate their digital transformation and adopt an automated digital retrieval solution with benefits like:

Integrated systems to streamline data exchange

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Timely reminders and format checks for appropriate data retrieval to avoid coding gaps

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A Member Engagement solution, with real-time physician alerts for upcoming appointments and care gaps

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Access to supplemental data on errors, network performance, and gaps

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Automated algorithms that retrieve data and put it into a single format for payers to derive actionable insights

## Outcomes

Innovaccer's Health Cloud and its suite of solutions can help payers make steady improvement at all levels to improve clinical performance. The benefits of employing the solutions on the Innovaccer Health Cloud include:

Increased transparency in data exchange to reduce provider workload

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Significant improvement in provider and member engagement at the point of care

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More control over member data with digital chart retrieval, leading to more efficient, data-driven care decisions

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Lower readmission rates, fewer adverse incidents, and an improved member experience

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Increased bundled services adoption and lower costs for members through an integrated data system

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Direct EMR integration helps health plans reduce data leakages, quickly close gaps, appropriately match members with care management programs, make timely decisions, and reduce provider workload

## 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](https://innovaccer.com)

July 2022

