

CUSTOMER SUCCESS

Increasing operational efficiency with the Innovaccer Health Cloud

Overview A leading managed service organization (MSO) sought actionable analytics to streamline its value-based initiatives. However, the network's data was difficult to analyze due to an incomplete view of financial and clinical performance. The network used the Innovaccer Health Cloud to create a unified patient view and deployed Innovaccer's analytics module. Care teams could access a 360-degree view of patients to find gaps in care, build patient registries, identify opportunities, and track quality measures. The MSO will also leverage provider and patient engagement solutions on the Innovaccer Health Cloud to help providers and care teams coordinate care, manage resources, and monitor performance while engaging with patients along their care journeys.

DHMSO at a glance

- More than 60,000 caregivers and staff
- 400 care sites
- 39 hospitals

Challenges

- Disparate data sources
- Lack of unified patient views
- Manual ingestion of health plan files

Solutions

- Automated file download and ingestion
- A unified patient record
- Real-time insights
- Customizable dashboards



Challenges

The MSO couldn't gain a complete view of data collected from multiple payer claims feeds. It needed to improve patient care journeys and enhance its network management approach, but it faced a few challenges:

It was difficult to manually identify data points from payer claims.

There was a lack of data-driven insights needed to optimize contracts, reduce network leakage, and monitor resource utilization.

The MSO needed to create a unified patient view and use a centralized cloud platform to integrate patient data from disparate sources to identify operational inefficiencies.

Solutions

The MSO leveraged the Innovaccer Health Cloud to create a holistic view of its health plan data and utilization on a single platform. The result was a single source of truth with a common view and consistent data.

The Health Cloud automated the process of downloading and ingesting health plan files to Innovaccer's Data Activation Platform. The MSO automatically integrated data from three health plans.

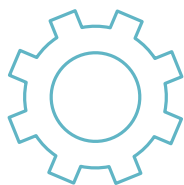
Once the process is automated, the MSO can explore unifying views for measures like 30-day readmissions, ED utilization, and more. It will enable the network to plan in advance and drive better outcomes—ultimately leading to additional savings.

The network can leverage the automated care protocols and dashboards on the Innovaccer Health Cloud to generate more value in the network and improve outcomes.



Results

With the Innovaccer Health Cloud, the MSO was able to:



increase operational efficiency



automate downloads and ingestion of health plans on a unified platform

saved
\$100K
by increasing operational efficiency

An estimated annual savings of

\$1.3M



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

July 2022

