

CARE

MANAGEMENT

SOLUTIONS

**Truven Health helps care management teams:**

- Manage and enhance data
- Identify and segment populations
- Engage consumers and collaborate with providers
- Evaluate and improve programs

## Target the Right Members with the Right Interventions at the Right Time

Care management is not just a necessity for improving member health — it has also become a critical strategic element as health plans look for ways to contain costs in today's economic environment.

Effectively managing chronic conditions by proactively identifying and engaging at-risk patients can result in significant savings. However, the time and effort required to gather and interpret member information from diverse sources can be overwhelming. In addition, many health plans lack internal technical resources to manage complex query tools and develop sophisticated analytics.

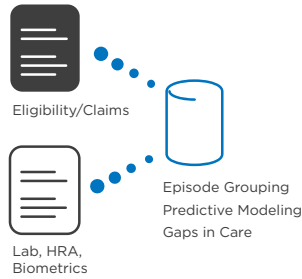
Care management solutions from Truven Health Analytics<sup>SM</sup> address the continuum of care management needs — from data integration and population identification to consumer engagement and program evaluation.

Insurers and health plans can work more efficiently and effectively with Truven Health care management solutions:

- Provide care management analytics that leverage your analytics methodologies and reporting across the organization
- Enable your programs to be evaluated on both clinical and financial outcomes
- Focus on involving all constituents in the care management process including care managers, consumers, and providers

## Care Management Analytics and Workflow

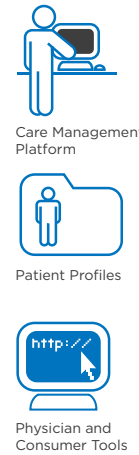
### Data Integration and Enhancement



### Population Identification, Stratification, and Segmentation



### Engagement and Collaboration



### Evaluate and Improve



### Data Integration and Enhancement

Truven Health simplifies the process of integrating information from diverse sources and systems into one standard format. Internal health plan data — including claims, eligibility, lab results, health risk assessments, personal health records, and care management — can be linked to Truven Health benchmarks and other external data sources to create a single source of truth.

In addition, data is enriched through episode grouping, predictive modeling, personalized analytics, and gaps in care alerts.

Population identification and segmentation Truven Health helps segment data into healthy, at-risk, and chronic condition populations for appropriate intervention and member outreach.

Opportunity scores provide actionable information which allows your care management team to focus their efforts on members who will receive the most benefit from engagement. By leveraging data and analytic tools, Truven Health can assess consumer behavior and attitudes to identify the best way to engage members for the most effective intervention strategies.

## Truven Health Care Management Solutions

### Data Integration and Enhancement

Integrate all internal and external data sources and enhance data

- Advantage Suite™

### Population Identification and Segmentation

Identify populations with healthy, at-risk, and chronic conditions for high-touch to low-touch interventions and segmentation of member outreach

- Advantage Suite
- Opportunity Score
- Market Expert®
- Personalized Messaging

### Engagement and Collaboration

Share data with care managers, providers, and members to improve health management

- Advantage Suite
- Physician Performance Assessment
- Patient Profiling
- Treatment Cost Calculator
- Personal Health Insights
- Personalized Messaging

### Evaluation and Improvement

Evaluate program impact and report on outcomes

- Advantage Suite

## Engagement and Collaboration

Truven Health provides a multi-dimensional approach to consumer engagement by improving communication with key stakeholders.

## Care Manager

A comprehensive view of each member's health and opportunity score can be pulled for the care manager's review. Population data and member-specific views can be shared with care management workflow software to facilitate the creation of patient action plans. Additionally, these views can be shared with members and providers via portals and other vendor applications.

## Consumer

Engaging, personalized health alerts and tools to assist in decision-making can be distributed through multiple channels, including the Web, email, direct mail, or online tools.

## Provider

Lists of patients with gaps-in-care alerts can be shared with providers, as well as quality and cost information and factors that drive ratings and risk adjustments.

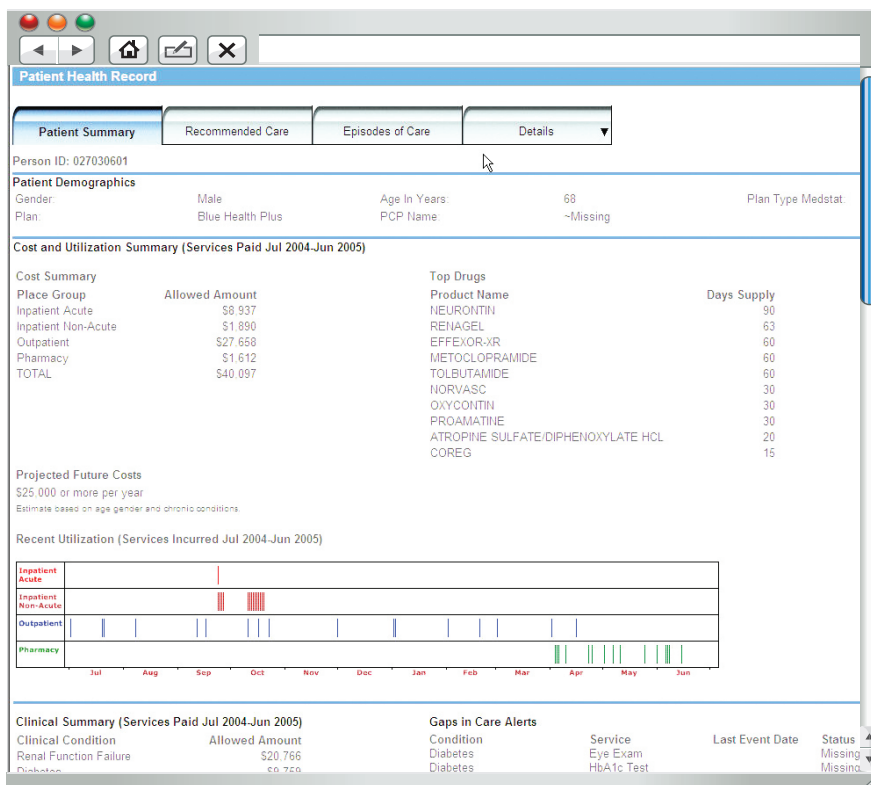
## Evaluation and Improvement

A critical component of the care management process is the evaluation of program effectiveness. Truven Health provides industry-leading tools that help you better understand the clinical, behavioral, and financial impacts of the programs you have implemented and share those results with internal and external stakeholders.

Truven Health can assist in:

- Evaluating the impact and outcomes of each program
- Assessing change in provider and consumer behavior and engagement levels
- Calculating ROI
- Identifying improvements in program design

*Truven Health care management methodology enhances your ability to identify people, understand their needs, put an action plan in place, and evaluate the impact on members' lives.*



A comprehensive view of the member's health profile, organized in a meaningful, easy-to-read way

### Clients using consumer solutions have seen results such as:

- Target the right patients at the right time with the right message
- Minimize the effort of gathering information
- Relieve the burden of timely reporting

### Overcome Your Care Management Challenges with Truven Health

The Truven Health stratification methodology saves time and effort that was previously spent gathering patient health information and enhances your ability to identify people, understand their needs, put an action plan in place, and evaluate the impact on members' lives.

We also make it easy for staff members to pull reports needed to complete care management tasks — easing the burden of reporting for other departments such as IT and Analytic/Reporting.

Our care management solutions leverage over 25 years of data management experience and use all available data sources to drive the process and minimize inconsistent data issues.

Accessible, timely, accurate data provides the actionable information needed to help your care management program be as efficient and effective as possible.

### The Truven Health Difference

As the market leader in analytic methodologies, industry professionals rely on Truven Health products and services to improve the quality and efficiency of care. With leading data assets and extensive experience with health plans, employers, and government entities, Truven Health is uniquely qualified to help you address your business challenges.

## FOR MORE INFORMATION

Learn more about Care Management Solutions, visit [truvenhealth.com](http://truvenhealth.com) or email us at [healthplan@truvenhealth.com](mailto:healthplan@truvenhealth.com)



#### ABOUT TRUVEN HEALTH ANALYTICS

Truven Health Analytics delivers unbiased information, analytic tools, benchmarks, and services to the healthcare industry. Hospitals, government agencies, employers, health plans, clinicians, pharmaceutical, and medical device companies have relied on us for more than 30 years. We combine our deep clinical, financial, and healthcare management expertise with innovative technology platforms and information assets to make healthcare better by collaborating with our customers to uncover and realize opportunities for improving quality, efficiency, and outcomes. With more than 2,000 employees globally, we have major offices in Ann Arbor, Mich.; Chicago; and Denver. Advantage Suite, Micromedex, ActionOI, MarketScan, and 100 Top Hospitals are registered trademarks or trademarks of Truven Health Analytics.

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