

# CareRadius® Connect

Automated engagement that drives optimal results



## Why connect?

Improve member outreach, engagement, and outcomes.

In a post-reform environment, both health plans and providers are challenged to rethink how they engage members and manage their care. Clinical and contact resources are strained and need to be concentrated where they can have the greatest impact.

This imperative relies on creating and sustaining a culture of health awareness, member engagement and activation. Achieving success in these areas will be pivotal to improving population health status and reducing unnecessary healthcare expenses.

EXL, in partnership with Nuance Communications, presents CareRadius® Connect, an add-on module to the CareRadius® platform that automates proactive member outreach.

## Automate engagement

CareRadius® Connect has been specifically designed and configured to trigger automated member outreach. Connect with your members in the channel that best meets their needs: voice, text or email.

This solution will help you drive your proactive engagement, resulting in:

- › Shared and focused messages amongst your teams
- › A quicker response to enable expedient outreach
- › Increased contact frequency and extended campaign scope
- › Reduce cost of care for the member and plan (medical costs and administrative expenses)
- › Promote compliance and better health management
- › Drive member satisfaction

## Better outcomes

Use of this tool can boost enrollment in wellness, disease/care management programs, close gaps in care, drive medication adherence, and notify members of out-of-range metrics and lab results.

The automated outreach solutions from EXL's strategic partner, Nuance have been shown to:

Boost program enrollment by **50%**

**54%** of gaps in care identified

Reduced missed appointment rates by **25%**

**38%** better medication adherence

Improvement in quality measure compliance **9%**

# CareRadius® Connect — Automated engagement that drives optimal results

## Quality compliance

Drive expedited member compliance for EBM, performance measures, and associated quality standards, as well as effectively enhance HEDIS and STAR ratings for market penetration and revenue acquisition.

## Security

Nuance is the only industry provider to comply with four top security standards:

- ISO 27001 Certification
- Level 1 PCI DDS Certification
- HIPAA Compliance
- GLBA Compliance

## CareRadius®

CareRadius® integrates data from multiple sources and shares it between health plans, practitioners and members in real time.

## Increase productivity

Member data is displayed specific to user roles and the work flow is automated across the care continuum - making it easier to navigate member and provider interactions.

## Better member outcomes

The holistic view of the member provides real-time information to create personalized care plans, make timely and accurate decisions, and provide earlier interventions to improve member health outcomes.

## Streamline care management

Evidence-based guidelines, work flows and business rules are built into the application - based on your company's specific business practices - allowing for the appropriate administration of benefits.

## Our partnership

EXL developed CareRadius® Connect in partnership with Nuance Communications, a leader in delivering intelligent self-serving solutions. This allows customers to easily get what they need from your contact center, website or mobile application – how, when and wherever they want.

Nuance works with 75% of the Fortune 100, including the country's leading health plans and population health companies. Every day, millions of users and thousands of businesses experience Nuance's proven solutions.

Together, we are reinventing the relationship between people and technology.

## About EXL

EXL (NASDAQ: EXLS) is a leading operations management and analytics company that helps businesses enhance growth and profitability in the face of relentless competition and continuous disruption. Using our proprietary, award-winning Business [EXLerator Framework®](#), which integrates analytics, automation, benchmarking, BPO, consulting, industry best practices and technology platforms, we look deeper to help companies improve global operations, enhance data-driven insights, increase customer satisfaction, and manage risk and compliance. EXL serves the insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics industries. Headquartered in New York, EXL has more than 24,000 professionals in locations throughout the United States, Europe, Asia, Latin America, Australia and South Africa.

[EXLservice.com](#)

