

# CareAdvise<sup>sm</sup>

Using evidence-based clinical content to improve outcomes



## CareRadius<sup>®</sup> tool

CareAdvise<sup>sm</sup> delivers the surveys, assessments and care plans that power CareRadius<sup>®</sup>, our medical management solution.

## Clinical content delivered

Organizations performing care-coordination activities are intently focused on how to best manage their memberships most effectively. Many lack the clinical resources or the time to develop and maintain evidence-based clinical content. And solutions from vendors can be costly and fail to meet their specific needs.

CareAdvise<sup>sm</sup> was developed in response to requests from health plans that wanted clinical content to help them better manage members, meet accreditation goals, and take advantage of the efficiencies and capabilities of CareRadius<sup>®</sup>.

## Productivity

Clinicians can focus on member engagement instead of content development and maintenance.

## Efficiency

CareAdvise<sup>sm</sup> allows health plans to take advantage of the native capabilities and efficiencies in CareRadius<sup>®</sup> surveys and care plans, ensuring actionable information is processed and is viewable across CareRadius<sup>®</sup>.

## Accreditation support

CareAdvise<sup>sm</sup> content is evidence-based and in line with URAC and NCQA standards. This helps streamline the accreditation process by including extensive bibliographies for each topic.

CareAdvise focuses on six of the most costly disease states: asthma, COPD, coronary artery disease, diabetes, heart failure and high-risk maternity

emergency department visits in a year related to asthma **1.9M**

**\$245 B**  
annual cost of diagnosed diabetes in the United States

**1 in 9**  
proportion of deaths in which heart failure was a contributing cause

**2020**  
the year heart disease has been projected to become the leading cause of death

\* Sources: American Diabetes Association, Centers for Disease Control and Prevention, and The Heart Foundation.

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## CareAdvise<sup>sm</sup>

With CareAdvise<sup>sm</sup>, case managers can pose questions to members about the most costly disease states in the United States today - asthma, COPD, coronary artery disease, diabetes, heart failure, and high-risk maternity. They can create evidence-based care plans that become the basis for implementing changes and improving outcomes for those members.

## Surveys and assessments

Surveys include skip and branch logic, which build a member-centric plan. Questions are organized into sections that address NCQA, URAC issues, disease states and level of care.

Surveys capture the information that needs to be reported to NCQA and URAC to show that the plan is following accreditation standards.

## Care plans

Care plans are developed based on survey responses as well as additional information determined to be of value by the care manager. Care plans consist of goals, issues, interventions and barriers.

Short- and long-term goals are defined by priority and listed by type. When a member is re-assessed, the new survey information will result in automated care plan updates.

CareRadius<sup>®</sup> includes a survey and care plan content builder as part of the configuration tools allowing for client specific supplementation and modification of the delivered content.

CareAdvise<sup>sm</sup> is reviewed and updated annually for any accreditation changes.

## About EXL

EXL (NASDAQ: EXLS) is a leading business process solutions company that looks deeper to drive business impact through integrated services and industry knowledge. EXL provides operations management, analytics and technology platforms to organizations in insurance, healthcare, banking and financial services, utilities, travel, and transportation and logistics, among others. We work as a strategic partner to help our clients streamline business operations, improve corporate finance, manage compliance, create new channels for growth and better adapt to change. Headquartered in New York and in business since 1999, EXL has approximately 23,000 professionals in locations throughout the U.S., Europe and Asia.

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