

PointClickCare®

Executive Summary

How health plans can use technology to be care connectors



When health care is disconnected, it fragments the view of a health plan member's care, creating blind spots that can affect care outcomes, transitions and cost.

As health plans look to improve care and control costs, knowledge of member status and their information is helpful to know in real time. This type of collaboration requires the right technology to connect across the health care continuum.

When notified in real time, health plans can engage their members as the care is being delivered and have success in helping foster positive outcomes, according to Michael Keyes, vice president of health plan sales for [PointClickCare](#).

"You need a technology that can sift through the noise, find the needle in the haystack, and focus your teams and your providers on those encounters where you can have the greatest impact," Keyes said during [Health Plans as Care Connectors: The Right Information in the Right Place at the Right Time](#), a recent webinar discussion on the critical role technology plays in care collaboration. "There is a need across the continuum for building access to deeper, richer clinical information," Keyes added.



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Michael Keyes, vice president of health plan sales for PointClickCare



Collaboration and connection

PointClickCare is the right partner for health plans and providers seeking to be care connectors. The platform and network put the information health plans need at their fingertips when they need it. Plans can also gain insights beyond their network, like drilling down to chart-level data to help them make the most effective care decisions.

With PointClickCare solutions, health plans can:

- Get acute and post-acute encounter data with real-time visibility to support transitions of care.
- Flag high-risk patients and track priority populations.
- Collaborate by sharing patient care plans and insights, as well as identify gaps, across care settings.

PointClickCare is connected: Nearly half of US hospitals, close to 70% of skilled nursing facilities and more than 180 health plans use the system. "The care collaboration platform by virtue of its name should also enable you to participate in the care and the care management plan of your membership," Keyes said. "And, in doing so, enable you to push content, the kind of information that you know about a person, back through the network in front of the providers who are caring for your population."

For example, PointClickCare has worked with health plans that share social determinants of health identified through health risk assessments. Then, they connect that data to the member's benefits that cover a specific social need, such as transportation.

The power of data

Health plans have also used the platform's feature to send notifications via text or email and connect patients with benefits when they are seeking care. For instance, if a member goes to the emergency department with dental pain and has dental benefits, they can, through the technology, be redirected to a dental clinic for care.

If a member is on a pharmacy restriction or a triple-threat medication combination, health plans can ensure everyone across the network knows that information as the patient is accessing care across the continuum.

"Imagine how powerful that could be if they knew it at the right time," said Nicole Sunder, PointClickCare's director of health plan solution design, who added that collaboration and communication are key among all stakeholders across the health care continuum.

PointClickCare doesn't use third-party vendors to collect data, but rather has established a relationship with each one of the facilities from which it gets information. That means the information gathered is of the highest quality, and PointClickCare works with facilities when there are gaps in the data.

"We're accessing for you real-time information about where your membership is accessing care across the continuum," Keyes said. "We're deriving insights in real time about those encounters and pushing them to you based on your input when you think you can engage a member and have an impact on the outcome of that care."

PointClickCare pushes that information about the member into the health plans' workflow, which then enables them to enter information into the providers' workflow in real time.

PointClickCare's acquisitions in the past few years of Audacious Inquiry and Collective Medical make it "the most comprehensive care collaboration network in the industry," Keyes said.

PointClickCare solutions enable health plans seeking to be care connectors to get the right information, in the right place, at the right time to provide better care and outcomes for their members.



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Nicole Sunder, director of health plan solution design for PointClickCare



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