

Fix Costly SNF Handoffs and Reduce Avoidable Post-Acute Costs

Post-acute care is one of the largest — and least visible — drivers of avoidable cost, readmissions, and quality risk for health plans.



The Problem: Post-Acute Care Is a Major Source of Avoidable Cost and Risk

Post-acute spending is unsustainable for health plans.

\$359B+ spent annually on post-acute care services

\$4.34B spent annually on SNF-related readmissions alone

78% = \$3.39B of readmissions are avoidable in preventable costs

As costs rise, the margin for error continues to shrink.

Utilization Management (UM) Can No Longer Be the Primary Lever for Influencing Post-Acute Outcomes

Traditional UM isn't going away — but its impact on post-acute outcomes is declining.

Prior authorization now occurs earlier and faster, with required response times of: **7 days (standard)** and **72 hours (expedited)**

These timelines accelerate admission decisions but offer little ability to influence care once members enter SNF or LTC settings.

UM increasingly serves as a guardrail — not a lever — for post-acute cost and quality performance.

As UM Influence Declines, Quality Outcomes Now Drive Financial Performance

Quality outcomes are increasingly tied to a plan's financial performance.

<p>Stars/ Medicare Advantage Plan All-Cause Readmissions now triple-weighted</p>	<p>HEDIS/ Medicaid Transitions of Care (TRC) specifications and reporting tightened</p>
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Care Management Is the Scalable Path to Both Cost Control and Revenue Growth

As UM influence declines and quality measures carry more financial weight, health plans must shift from primarily managing utilization to actively managing care.

Strategic care management enables plans to:

- Reduce avoidable readmissions
- Shorten post-acute length of stay
- Improve Stars and HEDIS performance
- Protect and grow revenue tied to quality outcomes

Post-Acute Blind Spots Prevent Effective Care Management

Despite its strategic importance, **post-acute care management remains underprioritized.**

Why? Health plans lack real-time visibility into SNF and LTC settings.

Only **19%** have real-time data exchange

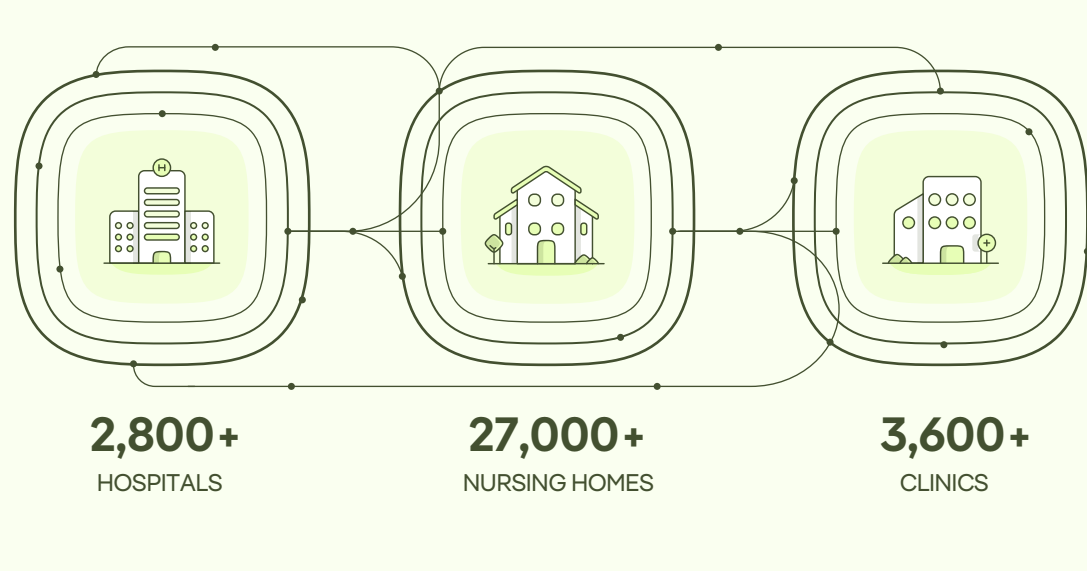
but... **73%** of Medicare spending variation occurs in post-acute environments

Without timely post-acute insight, health plans struggle to ensure:

- Medication accuracy
- Discharge care plan clarity
- Readmission indicators
- Post-discharge coordination

Introducing PAC Management IQ: Real-Time Post-Acute Visibility Enables Proactive Care Management

PointClickCare connects real-time SNF and long-term care intelligence to close post-acute blind spots.



With real-time visibility, plans can move from reactive oversight to proactive care management during the moments that matter most.

Better Transitions Drive Better Outcomes — and Stronger Financial Performance

With real-time post-acute intelligence, care teams can:

- Reconcile medication lists across care settings
- Collaborate on discharge plans for all providers
- Proactively follow up with members after transitions

Innovative health plans and risk-bearing entities (RBEs) are achieving measurable gains:

28% reduction in avoidable readmissions	28% reduction in post-acute length of stay (LOS)	100–200 minutes saved per care manager per week
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