



# ClinicalCare, a holistic take on care management

Delivering complete support for healthier outcomes and better ROI.

## A personalized approach to better clinical care

ClinicalCare expands TouchCare's high-touch concierge services to include:



Case Management



Disease Management



PharmaCare



Proactive Outreach



Virtual Primary Care



Virtual Physical Therapy

## Meeting members anywhere in their healthcare journey

### What is ClinicalCare?

ClinicalCare is our in-house clinical care management program that leverages a multi-disciplinary care team who provides personalized interventions, resources, and support to each member.

### Making claims count

We dig deep into claims data to serve up insightful analytics that you can use to understand the conditions that are impacting your members, review high-cost claims and visits, and much more.

### The ClinicalCare team

The ClinicalCare team is comprised of experts from a diverse spectrum of healthcare specialties, including Primary Care physicians, nurses, therapists, and experienced Health Assistants.

## A refined member journey

01

### Open Enrollment Support

Health Assistants help members select a plan perfectly tailored for their health needs.

02

### Proactive Outreach

We analyze claims and reach out directly to members with identified gaps in care.

03

### Care Navigation

Expert assistance and educational support for members with chronic health conditions.

04

### Reactive Support

One-on-one support and science-based strategies for members with complex needs.

# A complete solution for comprehensive care management.



## Case Management

In-house clinical care management program that leverages a multi-disciplinary care team.



## Disease Management

Data and claims history used to proactively assist with chronic conditions.



## PharmaCare

Pharmacy advocacy and cost-savings program to ensure fair prices for specialty medication.



## Proactive Outreach

Targeted campaigns for demographic specific screenings and procedures.



## Virtual Primary Care

Convenient virtual solution for selecting and establishing a Primary Care Physician.



## Virtual Physical Therapy

Access to licensed physical therapists trained in treating members via remote care.

# Areas for substantial health savings

## Improving results, driving ROI

ClinicalCare isn't just designed for the highest risk population. Members are proactively identified via analytics, predictive modeling, and other stratification strategies.

Our early identification of members with impactful needs allows us to effectively target areas where we can improve results for members and drive ROI for employers.



## Care Management

### Areas for saving:

- Avoid additional charges to health plan
- Adverted inpatient admission
- Negotiated discounts
- Level of care change
- Education and support for self-management of chronic conditions



## Health Navigation

### Areas for saving:

- ER diversion strategies
- In-network PCP selection
- In-network steerage
- Cost transparency reports
- Prescription discounts and savings strategies
- Reduced claims