



Population Health



With a growing focus on health equity and accessibility, health plans, providers, and governmental health organizations must better manage their patient's whole health and account for the long-term care needs of individuals with chronic health conditions or disabilities.

Zyter|TruCare Population Health Management platform enables your organization to manage members and patients effectively, improve outcomes, and lower costs. The application consolidates case, care, disease, utilization, referral, and medication management programs into a single platform with collaboration tools designed for team efficiency, productivity, and compliance. The solution helps health plans and risk-bearing entities deliver efficient and quality care, reduce unnecessary utilization, and positively impact the health of populations.



Population Health solution contains:

Case, Care, & Disease Management

Medication Management

Home & Community Services

Utilization Management

Care, Case & Disease Management

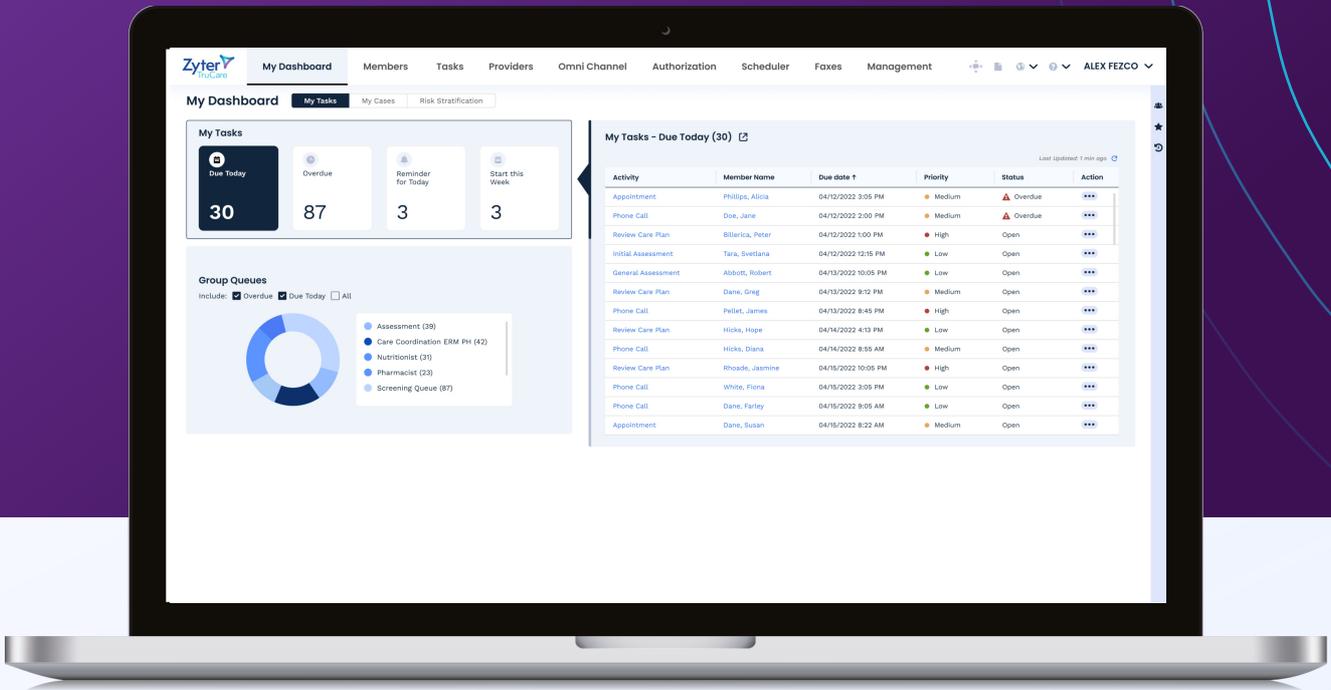
Zyter|TruCare Care, Case & Disease Management is an integrated care, case, and disease management solution providing a timely, seamless flow of actionable information between case, care, and disease managers and providers, members, caregivers, and partners.

Over the last 20 years, Zyter|TruCare has tapped into a combination of deep clinical knowledge and experience and human-centered design to evolve our award-winning application into a next-generation population health management solution. Care, Case, and Disease management professionals can easily design and deploy personalized, end-to-end disease management programs and content from identification through stratification, referral, assessment, care planning, intervention, monitoring, and case closure. The solution includes evidence-based assessments, care plans, and correspondence tools to manage your highest-cost conditions on a single, integrated application.



“In the last three years, we have done a number of projects to optimize the Care Management, Utilization Management, and Administrative Appeals and Grievances modules, and the partnership with Zyter|TruCare (formerly Casenet) is a key factor in our success. When we want to do something new, the TruCare team explains the optimal process and then works with us to customize that for iCare and our capabilities.”

- Beth Medina
Director of Information Systems | Independent Care Health Plan



Compile clinical and non-clinical data in a single profile.



Access to care with timely interventions.



Document problems, goals, interventions, and outcomes.



Collaborate directly with patients.



Build evidence-based assessments and care plans.



Manage care and education for individuals with condition-specific components.



Provide members/patients with the most accurate care plans, educational content.



Identify at-risk members on custom parameters.



Automatic referrals, next-best actions, and condition-based tasks.



User notification for their tasks and assignments with rule based workflows.



Auto-generate custom care plans, problems, goals, and interventions.



Utilize TruCare® GuidedCare, informed by MCG Disease Management.

Care Case Disease Management Features

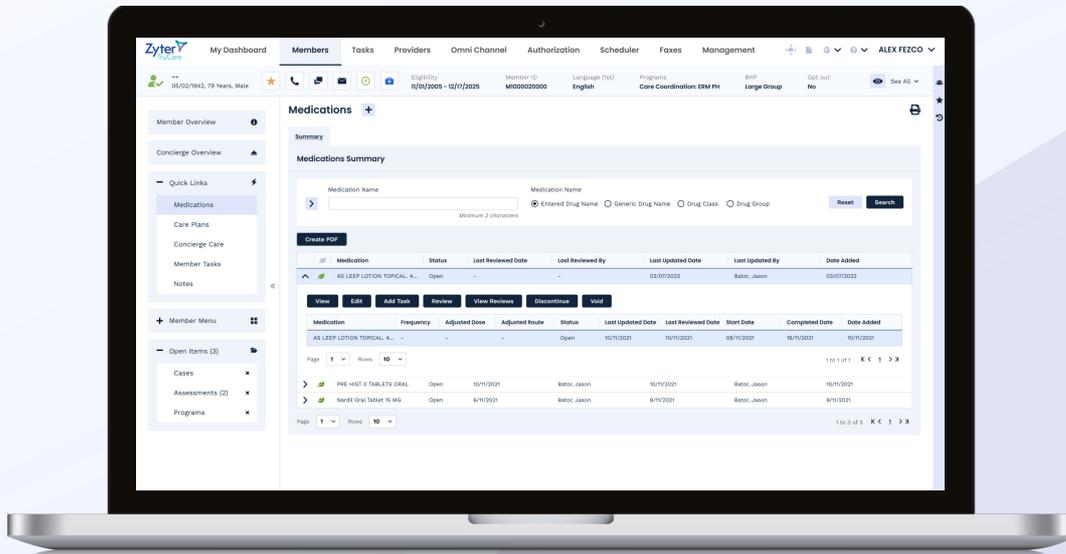
- 360-degree ONEview of Patient/Member
- Proactive Member Identification & Stratification
- Risk-Scoring & Stratification
- Automated Case & Program Enrollment
- Evidence-based Assessments, Care Plans & Education Content
- Autonomous Care Planning

- Coordinated Task Management
- Assessment & Referral Management
- Documentation & Letter Generation
- Ongoing Monitoring
- Expansive Third-Party Integration
- Deep, Purposeful Analytics
- Intelligent Collaborative Care
- Next-Best Actions



Medication Management

Zyter|TruCare Medication Management offers a workflow-driven solution that includes medication reconciliation, medication therapy management, medication adherence monitoring, and drug utilization review. Healthcare organizations can improve medication safety, reduce the risk of medication-related problems, and enhance patient outcomes with the solution.



View and document details of a patient's medication, the dosage information, the prescribing physician, & the dispensing pharmacy.



Tie the medication information into care plans and their related next-best action plans with simplified management of a patient's to-do lists.



Run medication therapy management programs more efficiently using analytics, standard and ad hoc reports from Zyter|TruCare™ Reporting.



Complete comprehensive medication management consultations with full search, grouping, review, editing, and management of all medications and supplements.



Intake new drugs, review dosages and frequencies, and document other considerations.



Conduct medication reviews to ensure the quality use of drugs, including identifying actual or potential medication-related problems and offering recommendations for optimal use.



Enable the medication manager to perform advanced medication searches, view complex allergy notifications, refill overdue medicines, check drug-to-drug interactions, make generic drug recommendations, and view cost savings with the Medi-Span version of Medication Management.

Medication Management Features

- 360-degree ONEview of Patient/Member
- Comprehensive Medication Reviews
- Targeted Medication Reviews
- Medication Reconciliation
- Automated Tasks

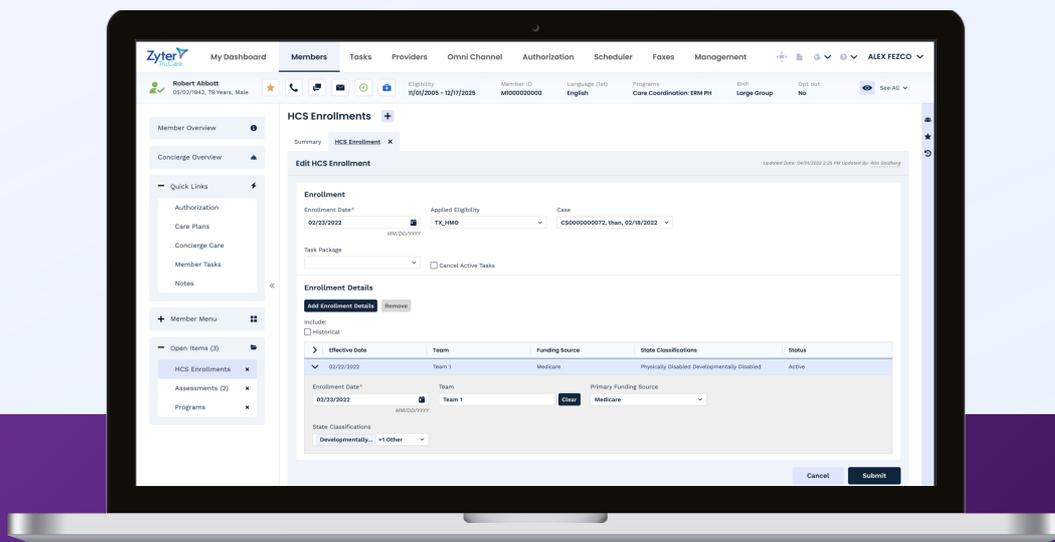
- Medication Management
- Program Enrollment
- Medication Adherence
- Medication Risk-Prevention
- Additional Medi-Span Features





Home and Community Services

Zyter|TruCare Home and Community Services helps healthcare organizations engage with their constituents throughout each stage of their health journey to maintain their independence and quality of life. The solution facilitates coordinating Medicaid and Medicare waiver programs dictated by Federal and State guidelines under Home and Community-Based Services 1915(c).



Here's How:

Enable a care team to develop a patient-driven care plan that allows for state-specific configuration based on evolving program needs utilizing automated workflows.

Facilitate assistance with daily living tasks, such as personal care, meal preparation, household tasks, and more.

Streamline communications, expedite processing, and producing higher participant satisfaction, the solution provides better program outcomes and more efficient tracking of services.

Home & Community Service Features

- Program Enrollment
- Manage Service Request
- Individual Service Plans
- Configurable Assessments
- Automated Tasks

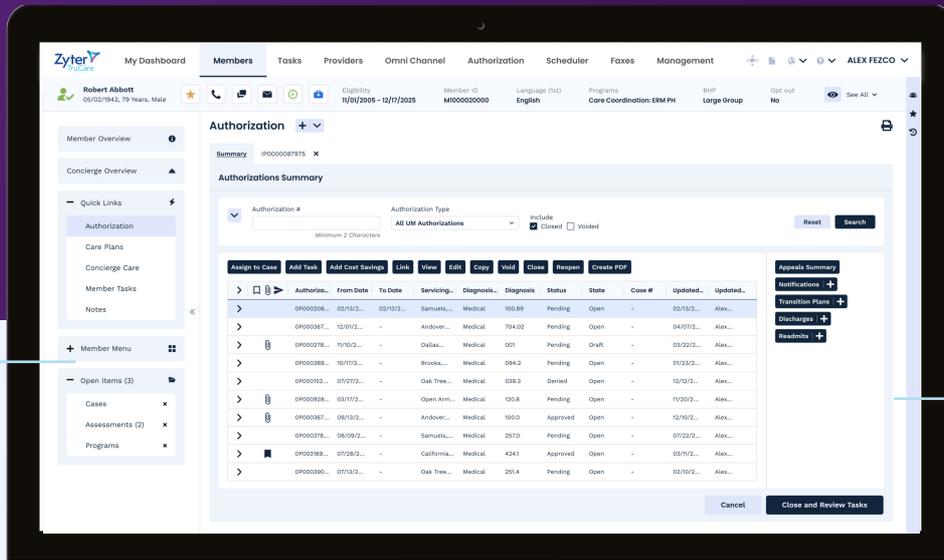
- Team-Based Assignments
- Documentation & Letter Generation
- Correspondence & Documentation
- FindHelp Integration & Documentation





Utilization Management

Zyter|TruCare Utilization Management tools align health plans and providers to work effectively together to reduce overutilization, erroneous requests, and unproductive back-and-forth, all while improving the timeliness and appropriateness of care. It decreases manual data entry, outbound calls, and requests for information, significantly reducing turnaround times for authorization requests. Utilization Management supports the authorization life cycle from entry to determination



Authorize appropriate and high-quality care every time, achieving regulatory compliance, and fostering stronger relationships with providers through the Business Rules Engine.

Ensure consistent, efficient, and proper utilization - saving the health plan money.



Utilize built-in automated authorization processes, integrated medical review tools, and system-guided workflows.

Apply rules every time, eliminating errors, re-work, and inappropriate approvals and denials.

Facilitate data collection and notification at the authorization detail level, including receipt acknowledgments, turnaround times, notifications, correspondence, documents, and tasks.

Create population-specific utilization management rules by the line of business, geography, contact, and more.

Embed the digital interface for providers into any website to confirm if authorization is required.

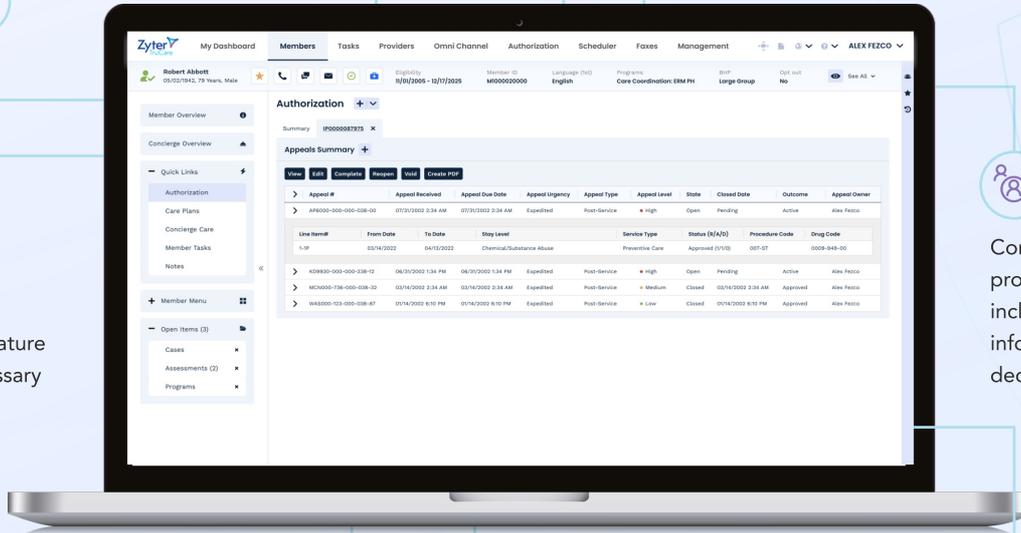
Put to use a pre-screening feature to avoid unnecessary requests.

Configure rules to prompt providers to include specific clinical information to expedite decision-making.

Employ guided step-by-step authorizations, reviews, medical-necessity criteria, determinations, appeals and grievances, and notifications via automatic letter generation.

Identify potential duplicate authorizations and suggests when a clinical review is required determined, which is set by client-defined rules.

Embed the digital interface for providers into any website to confirm if authorization is required.



Utilization Management Features

- Accelerate Authorization Intake
- Automate Authorizations
- Multi-Review Authorization Support
- Authorization Documentation
- Letter Generation

- Digital Authorization Appeals
- Comprehensive Reporting
- Portal Embeddable
- Evidence-based Authorization



Utilization Management Return on Investment (ROI)

Zyter|Trucare industry experts work with your teams to drive digital transformation, helping your teams determine the model that best fits your organization and your strategy. We offer Success, Support, and Managed Services - along with our world-class software.

Zyter|Trucare's Success Services comprise multiple complementary disciplines, including Program Management, Business Consulting, Clinical Consulting, Technical Consulting, and Training. In addition, we also offer comprehensive software support services and managed services for your technology needs.



Claims Savings: A Midwest health plan achieved \$1.2 million in annual claims savings attributed to readmission rates dropping from 13% to less than 10% since going live with the Zyter|TruCare Platform.



Resource Savings: An East Coast health plan was able to re-focus an entire team of information technology resources due to process automation achieved with the Zyter|TruCare Platform.



Reduced Errors: A national payer saw a 60% reduction in erroneous claims payments across their 19 health plans using the Zyter|TruCare Platform.



Increased Automation: A major health plan experienced a 34% increase in the automation of outpatient authorization determination and a 22% increase in the automation of inpatient authorization determinations via the Zyter|TruCare Platform.

Appeals & Grievances

Empowers appeals and grievances professionals – from customer service reps, appeals coordinators, and reviewers to independent review organizations- to operate efficiently with reduced reliance on information technology support. Decision-making is empowered through insightful executive dashboards, and regulatory reports can be generated with a single click.



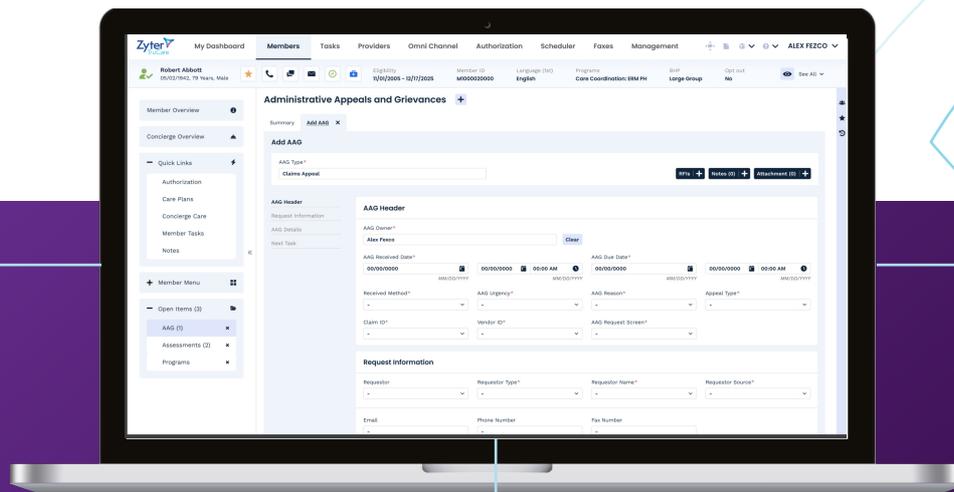
Eliminate unnecessary and time-consuming administrative tasks using our one-click PDF-generation tools.

Link to authorization detail level with Zyter|TruCare™ Appeals and Grievances and Utilization Management tools.

Automate tasks including receipt acknowledgments, notifications, correspondence, and peer-to-peer and external review for all levels of appeals.

Capture overturns and their justification and automatically update any claims system(s) integrated with Zyter|TruCare™ Connected suite of products.

Here's How:



Streamline end-to-end workflow across all reviewers and escalation levels through automation and the Business Rules Engine.



Configure service levels and turnaround time by appeal and grievance type.



Capture overturns and their justification and automatically update them.

Appeals and Grievances Features

- Intelligent Case Management
- Accelerated Decision Making
- Data Enrichment
- Pre-built Processes
- Workflow Automation

- Documentation & Letter Generation
- Automated Outbound Correspondence
- Integrated Document Repository
- Deep Analytics
- HEDIS, NCQA, & Regulatory Compliance

Connect with Us

Want to know more about how Zyter|TruCare can lower your costs, optimize workflows to increase productivity and employee/member satisfaction, meet your health equity goals, and raise the quality of care for your patients/members?



Please contact us via:



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