## Chronic care Management



#### **Overview**

Chronic Care Management is a data-driven corporate wellness platform designed to empower healthcare providers and employers with AIpowered, real-time interventions for population health management. The solution integrates advanced analytics, digital member engagement, and care coordination tools to optimize disease management, pharmacy benefits, and clinical workflows.

## **Problem Statement**

- Low member engagement in preventive care and chronic disease management.
- Lack of real-time insights into patient health risks and care

# Solution

- Identifies health risks through automated HRA surveys and AIdriven analytics.
- Engages members in real-time via multi-channel messaging

gaps.

 Manual and inefficient workflows for care managers, leading to delayed interventions.

(chat, email, video, voice).

 Automates care coordination with dynamic care plans, medication tracking, and lab integrations.

## **Core Features**

- **Survey Forms & Health Risk Assessment (HRA)**: Identifies patient risks through structured questionnaires.
- **AI-Driven Health eScore & Care Gap Rules**: Prioritizes high-risk patients and suggests interventions.
- **†** Care Plan Management: Customizable treatment plans with medication, exercise, and lifestyle tracking.
- **Real-Time Messaging (Text/Chat/Email/Video)**: Facilitates instant clinician-member engagement.
- **Calendar Scheduling & Care Manager Directory:** Streamlines appointments and care team coordination.

#### Challenges

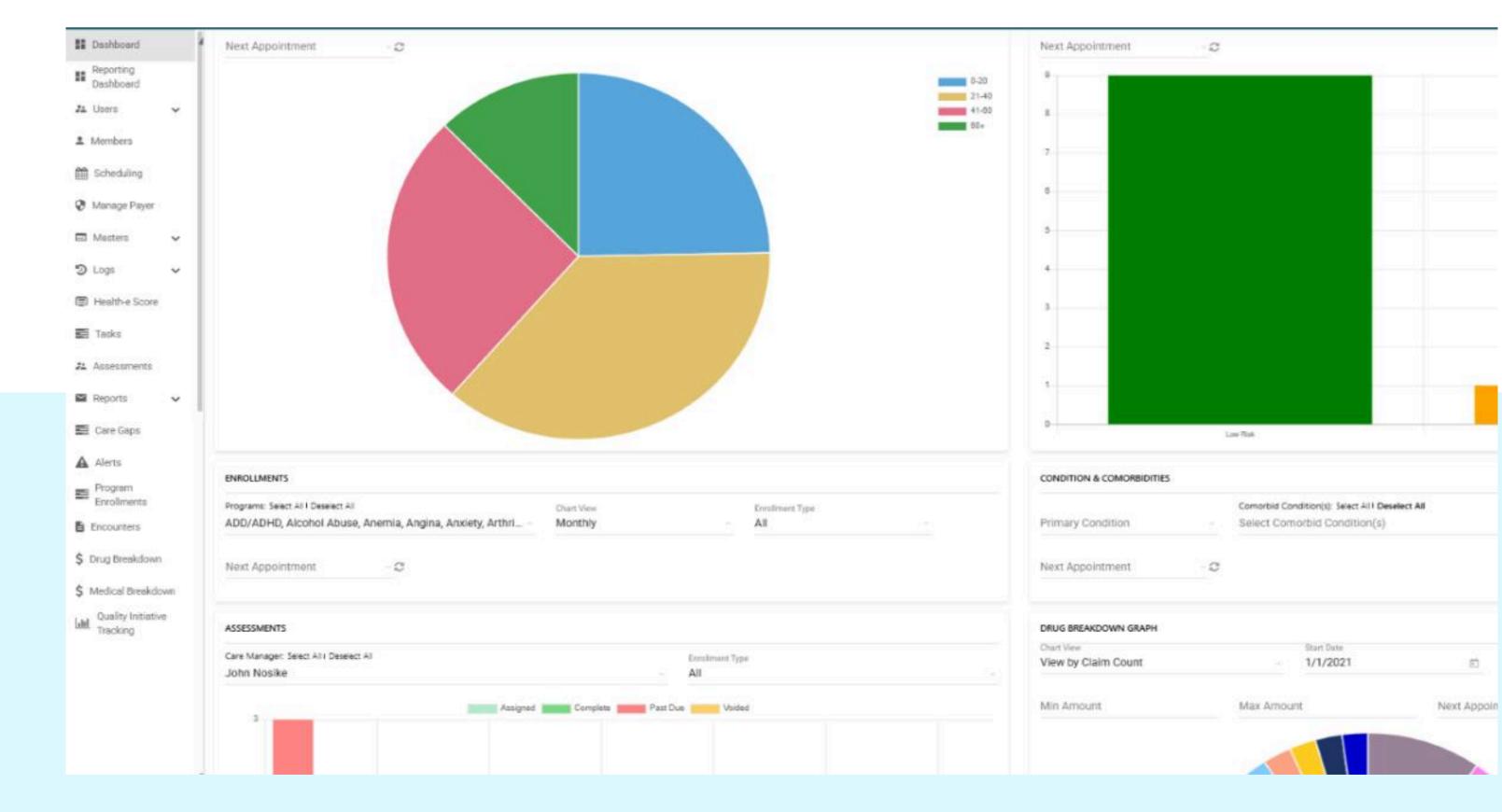
- Patients often ignored generic wellness surveys and care plans, leading to poor adherence and missed preventive care opportunities.
- Care managers relied on manual reviews of patient data, causing delays in identifying high-risk individuals and acting on care gaps.
- Clinicians and care managers used disparate tools (email, phone, EHR notes) to coordinate care, leading to miscommunication and missed follow-ups.

#### **Solution**

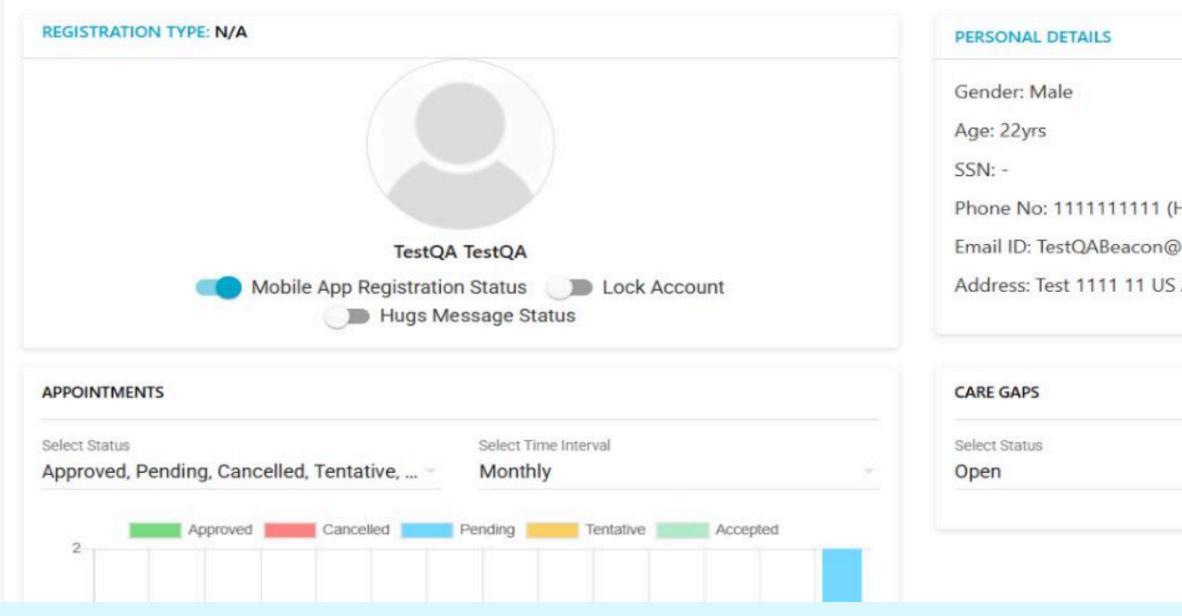
- Deployed AI-driven, personalized Health Risk Assessments (HRA) with dynamic survey forms that adapt based on user responses.
- Implemented automated Health eScores, which analyze HRA data, lab results, and medication adherence to flag at-risk patients.
- Centralized communication in a secure messaging hub with :(): text, chat, email, and video capabilities.

**Read More** 

## **Screenshots**



Scheduling Profile Summary Alerts Clinical Summary Medical History Encounters Health-e Score Assessments Tasks Referrals Documents Programs



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