

Overview

Chronic Care Management is a data-driven corporate wellness platform designed to empower healthcare providers and employers with AI-powered, 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 gaps.
- Manual and inefficient workflows for care managers, leading to delayed interventions.

Solution

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

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Screenshots

