Casenet
Seamless Collaborative Health Management

Casenet® enables seamless, collaborative health management which allows individuals and their care teams to coordinate on achieving maximum health at an affordable price.

Casenet's solutions are designed to deliver efficient health management by providing a timely, seamless flow of actionable information between care managers, partners, providers, individuals, families and systems. Casenet solutions include a comprehensive suite of extensible, enterprise care management software and services which enable our customers to improve care coordination and the quality and delivery of care. The Casenet care management solution, TruCare®, is architected to be easily scalable and can support small to very large enterprise customers. TruCare is flexible enough to support one or a combination of membership programs including Medicaid, Medicare, Medicare and long-term care.

Additionally, TruCare has been designed to easily integrate with other systems including EMRs, HIEs, predictive modeling and other analytic tools, mobile monitoring devices and collaborative care partners. TruCare delivers:

▸ Improved Outcomes and Compliance

- Enhanced care coordination and early intervention using TruCare Mobile™
- Improved HEDIS measures 60%[1]
- Structured, reportable notes

▸ Reduced Cost of Care

- Eliminated 12% of total data entry errors[2]
- Reduced claims payment errors 60%[3]
- Preferred setting support to reduce need for more expensive care facilities

▸ Augmented Care Management Team Productivity and Efficiency

- Segmented populations and LOBs enable delivery of the right information
- Printed member-centered care plans and case summaries

▸ Increased Satisfaction

- Engaged members supported through home and community-based services
- Targeted LOB management meet employer and other market requirements
- Integrated UM, CM and DM in a single platform empowers staff

TruCare Overview

The Casenet TruCare platform includes case, disease, utilization and home and community services management modules and intervention tools for total population management. These solutions enable organizations to align to their unique requirements and to adapt quickly to changing market and regulatory dynamics. TruCare supports large enterprise customers that require tremendous scalability, have many lines of business with benefits that are complex and complicated to administer, and require comprehensive configuration for each targeted member population. TruCare is also flexible enough to support one, or a combination, of a variety of membership programs including Medicaid, Medicare, Medicare-Duals, LTMC, SSI, CHIP, TANF and SNIP. TruCare, has been in production for over 5 years at 18 customers, supporting 36 healthcare organizations and contracted for over 18M lives.

TruCare offers an unparalleled intersection of clinical content, business rules and workflow that make TruCare unique in the care management market today. With a single platform for utilization, case and disease management, TruCare delivers unmatched flexibility to implement, coordinate and manage clinical, wellness and quality programs. Utilizing a unique application framework and superior administrative tools, non-technical business users can perform system and clinical configuration without requiring technical or programming resources. Bringing all modules and associated clinical programs into a single care management solution is essential to optimizing productivity and improving care outcomes.

Differential Care Management

At the heart of the TruCare system is a highly client-configurable foundation called differential care management (DCM). The advanced DCM architecture enables TruCare to scale for growth, accommodate diverse lines of business, support specific employer group or government program health management requirements and manage disparate populations, both from a member and health plan rules perspective. DCM enables organizations to identify and target populations having unique risk characteristics and to deliver specific care management programs for those members. Building this capability into the core of the product is essential to properly supporting care management programs specific to member populations.

DCM also provides healthcare and business affiliations with the ability to identify and isolate their insured life populations from one another, driving specific and different initiatives towards each individual population. Within TruCare, a schema hierarchy is used to replicate each customer's business structure. There are a total of nine levels that can be used to organize the various member populations managed by a care management organization according to different needs such as: employer group purchasing preferences, product lines, and specificity in type, scope, and level of intensity of service. Assessments and care plans can be configured by end users and care plans can be created on the fly. This client-defined configuration reduces administrative activities for care managers and ensures that the appropriate programs, clinical content and administrative templates are automatically presented, based on the associated member and available services. In this model, care coordinators and nurses do not have to investigate or determine which assessment, care plan or interventions are required. TruCare will present the appropriate clinical and administrative templates, based on client-defined rules, which significantly improve care manager efficiency while ensuring compliance and business policies.

TruCare Components

The TruCare platform includes the following modules:

1   Utilization management/appeals, case management and disease management
2   TruCare Actions® - Rules engine used to target populations having unique risk characteristics for the delivery of specific care management programs for those members, Correspondence Engine
3   Jasper Reporting: 90+ standard & optional reports available out of the box
4   40 Assessments & Care Plans are available out of the box

Optional Features include:

▸ TruCare Home & Community Services™ - Supports waiver programs including those of Medicaid and other government-sponsored programs
▸ TruCare Mobile™ - Tablet application for care managers in the field
▸ TruCare Connect® - Provider and Member portals
▸ TruCare Linx™- HL7 ADT integration for EMR and HIE systems

Product Integration

TruCare delivers integrated UM, CM and DM modules on a single platform with all care management operations and information presented within a single, easy to navigate member record. Bringing all modules and associated clinical programs into a single care management solution is essential to optimizing productivity, efficiency and improving care outcomes.

The Differential Care Management (DCM) framework and client-defined membership populations provide Casenet clients the ability to synchronize application workflow and content with rules that are specific to the member and their plans unique requirements. Client-defined, customized workflow rules can drive tasks and associated content (assessments, notes) to users and customized work queues. The associated content can then be customized to capture specific care management information via assessments, care plans and note templates.

From a case management perspective, TruCare supports the ability to automatically identify potential opportunities for case and disease management programs via the TruCare Actions automated identification and actions process. Using the TruCare Actions client-defined identification rules and actions, Casenet clients can effectively manage all segments of their population. Additionally, the DCM framework is integrated with all workflow operations and can be customized to meet the unique needs of delegated entities or specific membership populations. The combination of membership-specific, client-defined configuration and automated workflow capabilities delivered with the TruCare application provide Casenet clients with the tools and capabilities to meet the needs of all segments of the population.

System Integration

TruCare includes a number of standard integration interfaces. These include: over 270 web services, data feeds, 278 messaging, LDAP support, faxing, telephony, integration with clinical guideline tools (McKesson InterQual® and Milliman CareWebQI®), and integration with Wolters Kluwer Medi-Span. TruCare also has configuration options to enable the integration with other websites and provides multiple integration points for exchanging data and interoperating with existing clinical systems including HIEs and EMRs as well as standard protocols such as HL7 ADT. Leveraging a proven integration suite of pre-built components, Casenet is able to provide flexible and cost effective integration capabilities to internal legacy systems or external partner systems.

[1, 2, 3] Centene Case Study

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