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Move towards value-based care with Virtusa's Care Cohort Management solution

Despite spending nearly ~$4 trillion each year on healthcare, the quality of care in the U.S. still lags developing countries. The staggering cost implication is one of the reasons care management has quickly become a top priority for healthcare providers and payers.

The key to successful care management is taking a proactive approach by identifying the population cohort in need of care and effectively and proactively engaging with them.

How can healthcare companies achieve value-based care?

Companies can begin to move towards true value-based care by addressing clinical gaps through effective care management. Care management is a sequence of activities targeted to improve patient health outcomes and reduce their need for medical services by enabling members, physicians, and caregivers to manage health outcomes effectively.

To help our clients address this challenge, Virtusa created the **Care Cohort Management solution**. Built using Pega, the solution enables payers to identify their at-risk groups and efficiently coordinate care plans for their cohorts.

Payers can identify the target patient population by running a simple query using a specified criterion such as gender, age range, likelihood of developing a chronic condition, risk scores, etc. The application can integrate with EHRs, a claims database, or consume the result set from a prediction algorithm to gather the necessary identification information.

The solution allows care managers to review the cohort criteria, start a detailed audit trail, add comments, and route to the appropriate care management team for patient outreach. In addition, the solution provides the team with customized patient care guidelines and the option to add additional notes or comments for initial outreach.

Powered by Natural Language Processing (NLP), the solution derives keywords (e.g., hypertension, diabetes, etc.) from the data sources, making patient follow-ups, progress tracking, and care coordination more efficient. The solution's dashboard provides a cohort-level summary that includes the cohort objective, the number of members identified, members who participated, and measured success.

Care teams can set goals and targets, identify intervention strategies, address barriers to achieve the care goal, and formulate the appropriate corrective action.

Key benefits for payers

Effective care management creates lasting benefits for payers.
With the Care Cohort Management solution, payers can:

- Reduce treatment costs

- Reduce hospitalization rates among patients with chronic health conditions

- Manage patient health conditions with the necessary resources such as medication refills, medical devices, and more

- Increase patient confidence through enabling healthcare participation for themselves and family members

- Coordinate care among PCPs, caregivers, nurses, and others, by enabling immediate access to the most up-to-date health records, making them compliant with CMS guidelines

Solution features

Our solution equips care management teams with the necessary information and tools to identify groups, seamlessly coordinate care among team members, and successfully engage with patients. Features include:

Basic workflow features:
Case management functionality with adjustable phases, guided workflow assistance, integration with various data sources, and case narrative (case lifecycle as a snapshot) are all included.

Business enablement features:
Business Managed Configuration Portal, procedure code and diagnosis code configuration, configurable outreaches (one or multiple outreaches), work allocation, and urgency configuration.

Advanced workflow features:
The solution upsells HIPAA authorization, multiple procedure codes (HCPCS, CPT), cohort SLAs (configurable by business), and cohort dashboards.

Technology support features:
NLP extraction and analysis, extensive cohort audit trails, cohort details (exported as a PDF), and detailed correspondence.

Why do clients love working with us?

With a deep understanding of the complex challenges the healthcare industry faces and a wealth of industry-based experience and knowledge, we have helped numerous organizations embrace new technologies and tread the path of innovation. Our digital engineering heritage, coupled with expertise in the healthcare domain, has enabled global clients to deliver better member and provider care at lower costs.

Leveraging our years of industry experience, we have built a suite of healthcare solutions to help businesses accelerate their operations. Virtusa's Healthcare and Life Sciences practice has earned the HITRUST CSF® certification. We were assessed against 267 controls across 19 domains, demonstrating our unwavering commitment to managing IT infrastructure, security, and compliance.

Want to learn more about the Care Cohort Management solution and how it can help your organization move towards value-based care?

Contact us at marketing@virtusa.com, and we'll set up a call to discuss.

Partners

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