

Care Integration Services

Distinctive and Proven Solutions



The Personal Difference

Personal Connection

Members enjoy a trusted and personal connection with a medical professional.

+ Power of Technology

MedGine prospectively generates a custom engagement and itinerary.

= Optimized Experience for Each Member's Healthcare Journey

Our solutions accelerate and coordinate the member journey to improve health and financial outcomes.

Consumer Profile, Onboarding, and Activation

- Comprehensive clinical and consumer profile
- Intelligent Health Risk Assessment (HRA)
- New member orientation
- Benefits education and proper utilization
- Health history review
- Rx review; specialty usage, generic and mail-order conversion
- Telesales; integrating new members to their plan

Prospective Risk and Revenue Optimization

- Early identification of HCC opportunities
- Highlight and close gaps in care
- "3R" optimization with pre-emptive actions
- HCC surveillance and care activation for risk score improvement
- Proactive STAR rating improvement
- Clinical and financial stratification
- Prospective COB and Subrogation

Personal Healthcare and Wellness Navigation

- Personal care itinerary with gaps-in-care plan
- Prioritized member integration to clinical programs
- Network/PCP/Medical Home selection
- Health coaching
- Provider office visit scheduling
- Employer health and wellness program integration

Medical Home and ACO Enablement

- Shared savings/ value-based program enablement
- Patient panel outreach and clinical stratification
- Coordinated outreach for gaps in care
- Concierge customer care
- Pre- and post-acute care member engagement
- Provider group performance and incentive dashboards

About Conduent

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We're the customer interface for large segments of the technology industry. And, we're the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents.

Learn more at www.conduent.com.

Our History

For more than 20 years, we have been connecting members one at a time and guiding them on their healthcare journey—providing an exceptional consumer experience while delivering financial results for our clients.

Our Commitment

The ideal experience for navigating the complex healthcare landscape begins by knowing each member at the outset of the journey and establishing a personal relationship.

Our Value

“We have been able to connect with our members and improve their experience, maximize care, and control cost in ways we never thought possible until Care Integration Services.”

— Sr. Manager, Revenue Program Management

“Without Care Integration Services executing flawlessly on our program, we would have never met the requirements of the state programs entrusted to us.”

— Executive Director, Risk Assessments and Member Onboarding