

## Health Navigator

Controlling costs through better data management.



### More Understanding Enables Better Decisions

- Web-based analytics help identify issues from macro to micro level.
- Transforms program data into the information you need to manage your program more cost-effectively.
- Identify high-risk groups and implement preventive care programs to prevent future issues.
- Adjust care programs for affected members and reduce your long-term costs.

Healthcare programs have a lot of data but not enough information. Reporting systems can provide endless streams of program data. But without a way to consolidate, analyze and understand them, it's hard to find information that helps you make the best decisions for your program and the people you serve.

That requires a better approach to data management.

In today's healthcare environment, rising costs will grow even more as program eligibility expands. Effective program management controls these costs by ensuring the most cost-effective care. But when faced with massive amounts of population statistics, utilization levels and performance measures, it's easy to miss critical information about your program. And that leads to disjointed, incomplete care. It not only increases costs with duplicated or overused services – it causes suboptimal care that can result in future health issues for your program members.

But with the Health Navigator solution from Conduent, you can have a greater understanding of how your program works – and how it can work better. We help you consolidate data from all areas of your program, from member claims to provider performance. And we provide decision support tools that give you deeper insights into and a complete picture of your healthcare program's landscape.

### Timely Decision Support

Health Navigator does more than deliver data: it transforms it into useful information so you can make better decisions for your healthcare program and the people you serve. Our analytical tools enable you to monitor healthcare trends, costs and quality across your program and then measure them against national benchmarks. You can compare populations and providers within your state to measure the performance of different care plans or view the effects of one plan over time. You can even focus on multiple risk factors and chronic conditions to see how they affect your costs. Our tools are Web-based, making them intuitive, flexible and easy to use. And they let you analyze, benchmark, model and profile in seconds – not hours, days, weeks or months.

### A Proven Record of Expertise

- More than 20 years' experience implementing Analytics and Total Population Health Management solutions
- Designation as QIO-like Entity from CMS
- Three accreditations from URAC:
  - Health Utilization Management
  - Disease Management
  - Case Management

### Powerful Tools for Effective Data Management

Health Navigator provides many tools to help you deliver effective care, control program costs and improve the health of your citizens over time. These include two of our most powerful programs: Health Plan Tools and Care and Quality Manager.

#### Health Plan Tools

Health Plan Tools is a Web-based analytical tool that puts the power of information at your fingertips within minutes. It enables you to customize query parameters and perform comparisons within your population and against norms nationwide. These tools use plan modeling to show changes in member cost-sharing and aggregate data so you can spot trends quickly and gauge your program's performance against nationally accepted healthcare benchmarks.

#### Care and Quality Manager

Understanding your population's healthcare data is the key to managing their health and your costs. Care and Quality Manager uses risk stratification and predictive modeling to analyze your members, uncover gaps in care and identify candidates for a disease management program. This helps isolate high-risk groups in your program who can benefit from preventive care measures that will help them avoid more serious health problems in the future.

With a flexible, table-driven software and relational database, Care and Quality Manager integrates pharmacy and medical claims as well as your members' eligibility status. It uses more than 400 evidence-based medical guidelines and a sophisticated predictive model, accurately identifying care deficiencies and monitoring clinical quality measures, including medication adherence ratios, care compliance and compliance with recommended lab tests. And by monitoring appropriate use and delivery of services, Health Navigator helps you track any number of quality measures – evaluating service patterns against national standards and benchmarks and encouraging member compliance with prescribed therapies.

### Case in Point: Care Management

Our clients have already started controlling their healthcare costs with Health Navigator's reports. Using its data analytics, a small, self-funded healthcare employer group noticed an increasing trend in expenditures on diabetic members. After implementing a diabetes management program for their 22 highest-risk members, they saw this trend start to reverse. This healthcare program saw a savings of more than \$500,000 for those 22 members alone.

### Case in Point: Cost Analytics

Another small, self-funded client with fewer than 1,000 employees used Health Navigator's reporting tools to identify billing inconsistencies in their negotiated network discounts. By drilling down into the details, they were able to provide their third-party administrator with enough information to be refunded more than \$100,000 due to incorrect discount calculations.

## Your Partner in Population Health Management

Decision support tools give you more information to improve care. But it's also important to work with a partner who understands how these tools can address your program's specific needs. At Conduent, we've spent more than 20 years helping improve healthcare program performance with analytics and population management solutions that monitor and measure healthcare trends, costs and quality across the continuum of healthcare. We enable you to have a "whole person" view that helps you manage population health more effectively.

## Information to Help You Control Costs

With Health Navigator, you can manage your healthcare program more cost-effectively and ensure that you make the best decisions for your program and the people you serve. Its risk stratification and predictive modeling help you identify high-risk groups and implement preventive care measures swiftly before they develop serious – and costly – health issues. And its ability to monitor appropriate use and delivery of services enables you track quality measures and encourage member compliance, improve health outcomes and lower your program's costs.

You can learn more about us at [www.conduent.com/informedhealth](http://www.conduent.com/informedhealth).

