WellSky® Transitional Care Coordination

Powerful technology-enabled solutions that optimize network performance

Improve communication and collaboration between your plan and provider partners

Managing and coordinating care transitions during a member's healthcare journey is fraught with disjointed communication, inadequate data sharing, and blind spots between plans and providers. But health plans and providers depend on each other to improve member outcomes. WellSky gives plans and providers the technology-enabled solutions they need to increase visibility into member and network data. As a result, plans and providers can improve collaboration, resulting in timely coordination and interventions that close care gaps, improve member outcomes, and reduce wasteful spending.

With WellSky Transitional Care Coordination you can:

Manage member journeys

Receive updates when a member of your plan presents at the emergency department or is admitted, discharged, or transferred from an acute or post-acute setting.

Influence post-acute care

Improve member outcomes by engaging with the member and influencing post-discharge care before the member leaves the hospital.

Improve performance

Drive Medicare Advantage performance and impact HEDIS measures

Ensuring continuity of care

WellSky Transitional Care Coordination solutions enable continuity of care during transitions from facility settings to home. Ensuring your members receive the right care in the right setting for 30 to 90 days after discharge is critical in preventing hospital readmissions.

Health plans can take control of the care their members receive by investing in powerful tools that connect providers in all settings of care. These tools provide the seamless integration and data sharing needed to schedule timely care, treat ongoing conditions, and monitor members in need.

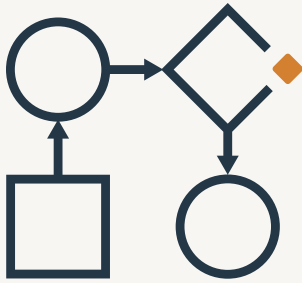With WellSky, health plans can build connected, scalable networks that:

- Influence discharge planning workflows and post discharge care
- Standardize and streamline the authorization process
- Coordinate chronic care management
- Optimize emergency department utilization

Deliver value-based programs at scale with **WellSky Connected Networks**

WellSky clients represent the widest range of providers across the largest connected network. With a single point of connectivity, health plans can contract, manage network quality, specify protocols, access real-time data from network providers, and support new modalities of care.

Our connected network of 20,000+ acute, post-acute, home, and community providers allow health plans to solve healthcare fragmentation challenges. With our intelligent, unified technology solutions, WellSky gives health plans the tools they need to **build a transparent and coordinated health ecosystem.**

Influence discharge planning workflows and post discharge care

Through WellSky Transitional Care Coordination, health plans gain the ability to influence care decisions made during the discharge process. WellSky also enables health plans and network providers to collaborate throughout the entire episode of care. Our solutions help you improve member outcomes and member experience by:

- Influencing where members should receive post-acute care based on quality and performance

- Connecting members with needed care programs before they discharge and setting up post-discharge visits for care in the home

- Collaborating with provider care teams to connect and enroll members

- Managing length of stay for members receiving care in skilled nursing facilities

Improving member outcomes and member experience

Network providers see a clear clinical impact when their health plans connect them with WellSky. Providers using WellSky have seen as much as:

- An **11-percent reduction** in readmission rates
- A **4-day reduction** in acute length of stay
- A **49% year-over-year increase** in transitional care management encounters

Standardize the authorization process

Acute and post-acute authorization delays can cause friction between your team, provider network, and members. WellSky helps you accelerate authorizations through a standardized process. This helps your members get the care they need quickly by improving the first submission success rate and decreasing denials and appeals, which reduces discharge delays.

WellSky allows health plans to receive, review, and respond to authorization requests within one secure electronic system. This allows your team and network providers to share key data elements and communicate in one system, eliminating manual data entry and the use of multiple portals.

Coordinate chronic-care management

Our solutions help health plans monitor risk and deliver timely interventions to targeted populations. With WellSky, you can use real-time alerts and our award-winning analytics tools to identify high-risk members. WellSky also provides solutions that help you dispatch timely, coordinated, relevant care in the home. As a result, health plans can improve member outcomes while reducing costs.

WellSky's chronic care management solutions enable health plans to deliver coordinated care models at scale. Health plans succeed in value-based care by leveraging WellSky's network of **4,300+ personal care agencies, 3,400+ home health agencies, 1,200+ hospice agencies, and 10,000+ community providers to:**

Standardize care delivery protocols

Build and support SNF-at-home and hospital-at-home programs

Seamlessly coordinate home- and community-based providers

Optimize emergency department utilization

Avoidable and unnecessary emergency department visits cost the healthcare system over $30 billion each year. With the right tools and the right network, health plans and providers can better manage members and provider care in a lower-cost setting.

With WellSky, health plans receive real-time data and care transition alerts throughout a member's care journey. Our innovative tools allow health plans to reduce admissions and divert potential readmissions from the emergency department by:

• Ensuring members receive high-quality care post-discharge

• Intervening upon emergency department presentations when clinically appropriate

• Scheduling follow up appointments

• Coordinating care post-discharge

Award-winning predictive analytics tools made for payers

Our tools are built to help you scale programs and proactively reach more at-risk members. The result: improved outcomes at every level.

The WellSky Payer Analytics Suite includes solutions that enable payers to connect directly with network providers in order to gain real-time member insights. Our award-winning predictive analytics tools enable care and network management teams to use actionable data to fundamentally change the way they coordinate care for members and manage networks.

WellSky Real-Time Insights allows health plans to optimize member care in the home. Features include real-time hospitalization risk predictions, hospice suitability analytics, missed visit alerts, visibility into social determinants of health factors, and more.

WellSky Network Insights allows health plans to analyze network performance. Health plans can improve performance with insights into risk-adjusted performance, hospitalization and clinical improvement analytics, diagnosis-specific performance insights, and more.

Innovative tools that **power care**

WellSky and CarePort, powered by WellSky, are enabling payer and provider collaboration to help improve transitions of care for your members. Providers across the country depend on our innovative tools, which are embedded in their workflows. Our unique suite of solutions helps payers standardize processes and improve efficiencies by creating a shared view of patients. As a result, your network can increase member engagement, reduce readmissions, increase authorization success, and more.

About WellSky®

Over 14 million lives and 25 million referrals are managed by our network of acute, post-acute, home-based, and physician providers. These providers use our technology suite, including referral management tools, real-time alerts, and actionable patient data to coordinate care across the continuum.

Health plans can access this technology infrastructure and provider network to influence discharge planning workflows, standardize the authorization process, track the journey of their members, and coordinate care for high-risk members.

Leverage the largest coordinated and connected network

Connect with WellSky to learn how our unique suite of solutions is enabling payer and provider collaboration to improve transitions of care for your members.

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