

# Level up your care management strategy

## Combine the power of a superior care management workflow solution with evidence-based educational content

### Are your care managers juggling large case management workloads?

If so, they might not be armed with the right mix of innovative technology tools and content needed to improve member engagement. Leveraging member-centric educational resources that are personalized and designed in plain language — and accessible within existing workflows — enables care managers to close care gaps, build stronger relationships and influence healthier member behaviors, long-term.

### Nearly 60% of health plan members reached don't follow through with recommended care treatments.

Boost member engagement now using proven, best-in-class practices to inform and guide members to take a more active role in managing their health.

### Effective care management is achievable with a wide-ranging, all-in-one solution

UpToDate® Guide and the Jiva platform combined, positions care management teams with the trustworthy content and technology resources needed to connect with members and equip them to be informed decision-makers.



**Scale and reach more members efficiently** by automating routine interactions so that the focus can be on the most at-risk members.



**Amplify the impact of care managers** with digital outreach and interactive programs designed to motivate members to take healthy actions.



**Build trust and confidence with members** by using evidence-based content that aligns with content trusted and used by providers.

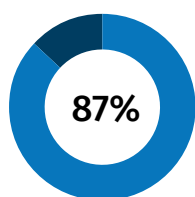


### Achieve quality initiatives

Improve STAR Ratings and HEDIS Measures organically by pairing existing UpToDate member engagement content with outreach programs addressing:

- ✓ Women's health measures
- ✓ Diabetes quality metrics
- ✓ Diversity, equity, and inclusion efforts
- ✓ Adult aging topics such as fall prevention, medication management, and more

### What members are saying



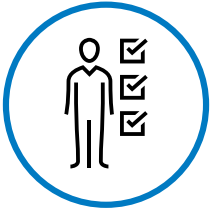
The program will help me take new action in managing my health (n = 2,256)

*"It was helpful information. I really needed this type of guidance a couple of months ago when I began taking my medications and testing my blood sugar. I am getting test strips today and will ask my pharmacist about the solution to see if I'm getting the correct readings."*

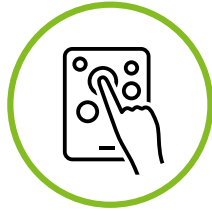
Health Plan Member

# Drive greater care management efficiencies

Three ways UpToDate Guide aligns with the Jiva Member Engagement Navigator platform and care management workflow.



Provide recommended programs based on the member's record



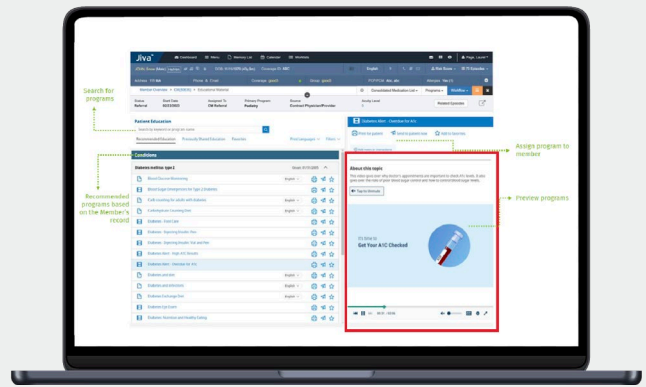
Order programs outside of the primary goal and intervention



Easily search and preview programs

## Empower care management teams to do high-quality work

The AI-driven virtual solutions will complement your existing Jiva care management workflow to meet and empower consumers where, when, and how they want to be engaged. Easily assign personalized education and learning across all points of the care journey.



## UpToDate Guide Care management support

- Educational leaflets and interactive multimedia programs delivered via integration in care management platforms or digital health APIs
- Enables care managers to increase the number of members supported and improve ROI for care management
- Content delivered in multiple languages

## UpToDate Outreach Population health support

- Scalable, customizable, empathetic outreach delivered digitally or as an interactive voice response (IVR) call
- Enables population health to close key quality measures (such as HEDIS gaps in care)

## Understanding the member experience: Viewing assigned education



1. Care team assigns consumer education to member that is personalized to their care needs.



2. Omni-channel notifications sent (text, email, portal message or phone). Modality based on member preference.



3. Member engagement program details are tracked and shared back to Jiva platform.