

HEALTH ADVOCACY PROGRAMS (HAP™)

Creating personal connections with your members

Outcomes solidifies members' trust through personalized advocacy programs

Reliable healthcare data isn't born neatly into a single file. Credible information resides among disparate sources and only expert acquisition, analysis and integration with the medical record can generate valuable data. Just as diamonds raw from the mine lack the luster of a finished gemstone, disorganized data sparkles only after the intelligent work of acquiring, aggregating and auditing. Data resides in multiple places: diagnostic centers, emergency rooms, physicians' offices, hospitals, labs and pharmacies. Who extracts meaningful order from data chaos?

Outcomes Health Information Solutions.

Trust isn't a commodity. It's a currency. But how do you mint trust? Through personalized advocacy.

That's where Outcomes' **Health Advocacy Programs (HAP™)** can help. After gathering and analyzing the data that your healthcare business needs, Outcomes helps you personally reach your members/patients. Powerful technology allows us to acquire and review the information. But only specially trained professionals personally deliver your advocacy message and facilitate communication with their providers.

We remove all the obstacles by arranging translation services for non-English speaking individuals and transportation where needed. Let Outcomes make the connections you need in multiple ways:

- **Three-way Call, Provider Appointments**
- **New Member Welcome Programs**
- **Health Risk Assessments**
- **Member Retention/Member Recertifications**
- **SNP Programs and Initiatives**
- **ER Follow-up Assessments**
- **Prevention and EPSDT Outreach**
- **Disease Management Support Services**
- **HEDIS® Member Outreach**
- **Care Gap Outreach**
- **Health Care Reminder Calls**
- **Customized Member Outreach Programs**



LEVERAGE YOUR INVESTMENT with ECO-SCALING™

By repurposing harvested information from claims, encounter data and health records, work can be leveraged from one project and optimized for data analysis needs for an entire organization. Outcomes can help reduce time, expense and duplication of efforts through our strategy of Eco-Scaling™. The process creates ECONOMIES of SCALE by **acquiring**, **analyzing** and **repurposing** data. This improved data can be used for multiple initiatives like risk adjustment, HEDIS® and health advocacy programs.



OUTCOMES

Better data. Better decisions.