

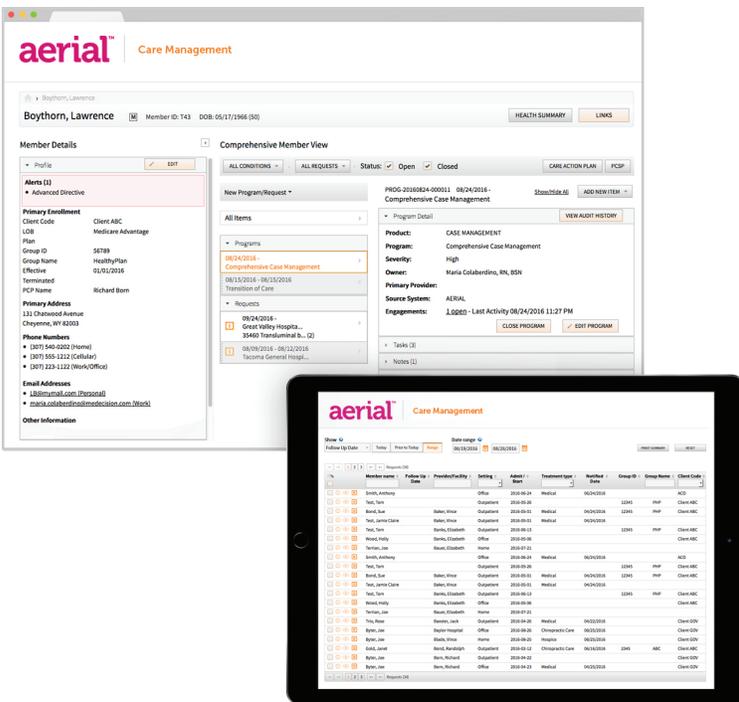
Aerial Complex Care Management™

What if you had **evidence-based** programs and **smart workflows** to **better manage** your chronically ill, high-cost populations?

Although it's a critical and sought-after goal, truly efficient and effective care management remains elusive for many health plans. This situation has been blamed on a variety of factors, from sluggish manual processes to poor quality data to inadequate workflow technologies.

Aerial Complex Care Management™ is a fully configurable, rules-based automated workflow solution that applies clinical content to the development of the most appropriate interventions and plans of care for each individual member, making it easier for care managers to drive person-centric care.

Aerial Complex Care Management is NCQA Population Health Management Prevalidated with possible autocredit designation, awarded in standards year 2018. Population Health Management Prevalidation is designed to help health plans identify health IT solutions that alleviate unnecessary work and increase the efficiency of administrative tasks to meet Population Health Management requirements in Health Plan Accreditation. By using Aerial Complex Care Management, health plans can lower the administrative burden to meet NCQA accreditation, and keep your focus on the needs of your members.



Enable analytics-driven, person-centered care plans that identify the individual's problems, goals and interventions, as well as outcomes and barriers.

Use fewer resources to drive the right level of care to the right person in a more consistent and efficient manner.



Aerial Complex Care Management is part of the Aerial Population Health Management portfolio

Care Management

- Builds evidence-based care plans and identifies the most appropriate intervention levels using clinical content and best practices
- Provides easy access to the most up-to-date clinical best practices and medical standards for the entire care team.
- Whole-person, patient-centered, cross-condition assessments and plans of care
- Supports personalized interventions with seamless comorbidity management

Utilization Management

- Supports automatic validation of medical necessity and appropriateness for treatments, such as hospital admissions and continued stay reviews
- Enables plans to gain better control over their utilization of network services via built-in workflows and configurations

Just one of many apps in Medecision's state-of-the-art Aerial Population Health Management portfolio, Complex Care Management delivers everything needed for optimal intervention, care management and engagement.

Aerial Complex Care Management aids in identifying members who will benefit most from care management programs and enables proactive, targeted interventions and engagement to improve health outcomes and control costs.

Learn more about how Aerial can help you manage clinical and financial risk with confidence

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Aerial™ Correspondence

Improve efficiency and productivity with robust, reliable correspondence management

Failing to Communicate

Healthcare organizations often discover that their correspondence management solutions are creating as many barriers as pathways to effective, timely communications with their members, patients and providers. In addition to having a heavy dependence on internal IT staff, these applications can be difficult to use, generic in nature, slow to respond and subject to failure.

Getting it Right

Aerial™ Correspondence is a configurable, scalable and integrated solution that enables organizations to:

- Create and generate compelling letters and other documents to meet their specific business lines, business rules and business needs.
- Improve speed to market of new letters with an easy-to-use, easy-to-learn solution.
- Develop document templates with reusable components and logic.
- Configure, control and monitor all aspects of the document creation process.
- Select recipients and output channels, including multiple printers and electronic delivery.
- Significantly reduce reliance on their IT departments to make changes.
- Utilize Approval Workflow for both template creation and at the document level.
- Quickly make changes in templates and get them back out into production.
- Achieve significant performance improvements and product scalability.

Aerial Correspondence is powered by Cincom Eloquence, an industry-leading solution known for its high performance and through-put. This alliance helps organizations save time and money in vendor management, integration and SaaS hosting.

An application of Medecision's state-of-the-art Aerial Population Health Management solution, Correspondence smooths the way to efficient, effective communications from healthcare organizations to those they most need to reach.

Aerial™ Correspondence, a vital workflow and communication feature of Aerial applications Complex Care Management, Utilization Management and Utilization Management Connector, enables organizations to design, deploy, deliver and manage communications quickly and reliably.

Aerial Complex Care Management™ - Inbound Fax Service

Save time and money and improve efficiency with electronic collection and attachment of fax files to Aerial member records.

Traditional, multi-touch fax processes can drain care managers' productivity and the valuable time they should spend with members. Medecision's Aerial Complex Care Management™ - Inbound Fax Service addresses this problematic issue with a new approach. It simplifies user workflow and enables faster collection and attachment of fax files to Aerial member records.

Inbound Fax Service can reduce processing time by up to 30 percent, while decreasing human error and the potential for lost information, lower efficiency, and poor quality. The application also improves network integrity by ensuring that the electronic fax is rendered internally to the Aerial ecosystem.

How It Works

Aerial accommodates the storage of fax images that support individual member actions, requests, and programs. To enable the accurate processing and synchronization of faxes received by RightFax, the Inbound Fax Service brings faxes securely into a temporary folder using the RightFax native API. Aerial users then review, search, and attach the fax to the appropriate member record. The Aerial HIPAA log automatically records the date and time stamp for receipt of the fax attachment.

For every 300 members, the average health plan receives one fax per day. Each fax takes 10 to 15 minutes to process. For 250,000 lives, that's 45,000 hours per year. Reducing this processing time by 30 percent (assuming labor cost of \$40 per hour) equates to an annual savings of \$550,000.

The Simplified Path to More Than a Half Million Dollars in Savings

Incoming Fax Screen

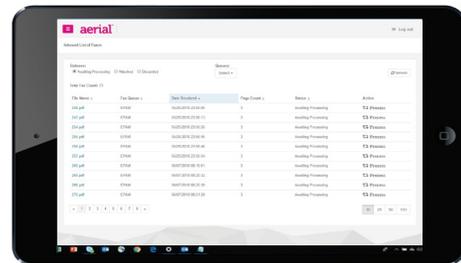
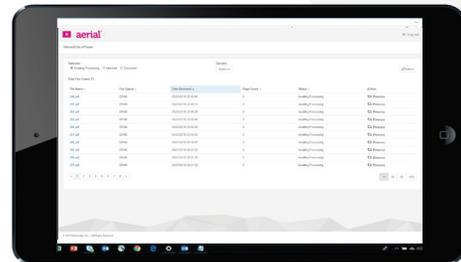
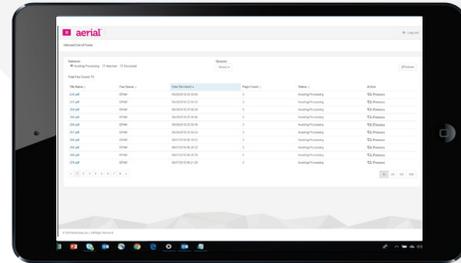
Here, the user will have the ability to see a list of the received/unprocessed faxes. The user can then:

- 1) Search for a specific fax
- 2) Open and view a fax
- 3) Process a specific fax

Processing Screens

When the "Process" button is clicked for a specific fax, the user will see this screen and attach the fax to a specific member, request, or program. The user will be presented with a list based on the search criteria in order to select the appropriate record and attach a fax. The system also provides an opportunity to correct any improperly assigned faxes. RightFax keeps an archive of all originally received faxes and the Inbound Fax Service maintains an audit log of all actions.

It is common for inbound fax transmissions to contain information for more than one member. The Inbound Fax Service allows the user to individually separate the information from the batch transmission and attach the specific fax to the appropriate member folder.



Fax remains a heavily used communication tool for health plans. Aerial Complex Care Management™ - Inbound Fax Service enables organizations to manage, protect, and expedite critical information for operational efficiency and improved quality.

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Aerial™ Scheduler

Leverage agile scheduling capabilities to maximize staff efficiency, minimize no-shows and improve outcomes

Missed Connections, Missed Opportunities

Missed appointments in healthcare are serious business – impacting outcomes, straining staff resources and racking up losses in time and money. In today's busy world and challenging care management environment, it is becoming even more important and more difficult to assure seamless scheduling that promotes consumer wellness and operational efficiency.

Keeping Track, Keeping Up

Medecision's Aerial Scheduler enables organizations to maximize the impact of care management sessions with consumers through effective setting of appointments and functionality that promotes adherence. **Results include:**

- Enhanced Staff Productivity through efficiencies in setting, managing and rescheduling appointments.
- Fewer No-Shows with a consumer-friendly way of notifying and tracking appointments.
- Improved Outcomes from successful, timely sessions.

With this Medecision application, users can:

- Create, cancel, edit and reschedule appointments.
- Create recurring appointments.
- Access automatically ingested historical and future data to view meeting and member details, including notes.
- Color code by appointment type.
- Adjust the calendar view by day, week or month
- Sync their Scheduler calendar with personal calendars, such as Google or Outlook 365.
- Manage calendars and enable multiple calendar view capability.
- Create reports.
- Search by consumer or appointment criteria.
- Send appointment reminders by email and text.

An application of Medecision's state-of-the-art Aerial Population Health Management solution, Scheduler works to take the drudgery and uncertainty out of appointment setting, creating a more productive work environment and impactful consumer-care manager relationship.

Scheduler is an optional feature of Medecision's Aerial™ Complex Care Management application that enables healthcare organizations to efficiently schedule, manage, track and notify patients or members regarding appointments.