Pega Care Management

Empowering consumers with personalized engagement

Pega Care Management brings leading consumer engagement and workflow automation together to create a unified, collaborative platform that delivers consistent consumer-centric care and disease, utilization, and wellness management programs. Unique in the market, the application has a 360-degree patient view, an integrated patient service module, and is social- and mobile-ready.

Using highly adaptive and flexible technology with reusable content, Pega Care Management enables guided healthcare journeys, customized and targeted interactions, productive engagement, and improved outcomes across all populations.

Pega Care Management enables organizations to:

- **Meet consumers on their personalized patient/member journey.** Implement care and wellness programs that identify opportunities to improve health and promote healthy behaviors. Enable personalized, guided journeys for consumers.

- **Engage consumers.** Extend consumer services to a true 360-degree model that includes clinical interactions and brings sophisticated customer service capabilities to all care management interactions.

- **Amplify care management impact.** Exploit the ecosystem of consumer digital health data as a tool of personalization and engagement. Empower care managers/navigators and their teams to create and deliver the most effective, personalized care plans to reduce gaps in care and enable timely interventions.

- **Approve care in real time.** Automatically process referral and authorization requests using AI-powered decisioning, configured organizational policies, and built-in integration with standard guidelines.

- **Maintain compliance.** Define and manage business rules to maintain high-performing compliant operations.

Challenge

Consumers want healthcare to be accessible and convenient. When it's not, they are all too ready to forgo services and complicate their eventual engagement with the healthcare system. The resulting administrative burden on care teams is threatening program goals and decreasing patient success while increasing cost.

Solution

Pega Care Management empowers individuals and organizations to take action to reduce healthcare costs while improving outcomes and satisfaction. Comprised of a unified platform supporting population health management, personalized care management, utilization management, and 360-degree patient services, Pega Care Management engages care teams and patients in delivering health outcomes.

What's included?

Pega Care Management – our comprehensive care management application designed for consumers, payers, and providers – includes support for care navigation, care management, population health, wellness, and utilization management and extends to customer service and engagement. Pega Care Management intuitively guides users and eliminates vast amounts of work using AI decisioning and automated workflow on a low-code platform to accelerate time-to-value.

- **Deliver person-centric care:** Comprehensive 360-degree profiles include demographic, claims and authorization data as well as a full clinical profile, including vitals, labs, medication, and medical history.

- **Meet patients where they are:** Omni-channel management optimizes seamless communication via phone, correspondence, text, email, chat, tablets, smart phone, and web self-service. The application is social and mobile-ready.

- **Bring customer service to healthcare:** Pega Care Management brings exceptional customer service to care management. Pega's market-leading customer service platform enables 360-degree customer service and customer self-service across outreach, benefit, financial services, and clinical interactions. All users with appropriate permissions have access to relevant patient information to enable personalized interactions and care.

- **Create, collaborate, and deliver tailored care plans:** Pega's unique, adaptive assessment tools enable dynamic care plan creation and personalized adjustments for each medical case and care circumstance. Reusable content streamlines new care plan development and creates greater consistency and adherence for care plans and care teams. Automated role-specific guidance and workflows provide each user, such as care coordinators, clinicians, or discharge planners, with task alerts, interventions, goals, problems, and required steps or options for each member and patient.

- **Streamline care management:** Dynamic processes streamline care management tasks and interactions, including automating authorizations and pre-authorizations; generating alerts, notifications, and interventions; and sending correspondence. Pega Care Management offers built-in integration to Change Healthcare's InterQual and MCG medical.

- **Maximize business agility:** Visual tools enable your care management business and IT teams to easily collaborate and establish quality control processes. Your care management team will be able to rapidly develop and customize care management plans and workflows without IT assistance. Pega 8 enables efficient reusability of clinical content, common workflows, policies, and procedures and intelligently applies them across multiple business units, channels, and geographies at run time to deliver compliant and personalized care.

Pega's difference

- Model-driven approach dramatically reduces care plan and assessment maintenance

- Open data model enables organizations to track claims, utilization, and program enrollment across the enterprise

- SLAs and enterprise workflow provide transparency to meet operational objectives

- AI decisoning and workflow automation reduce administrative burden giving time back for clinical care

Getting started

We craft our implementation plan to address your organization's specific needs. Whether it's immediate payback in improved documentation, eliminating silos in operations, or reimagining your care management programs, Pega Care Management can be rapidly implemented to meet your needs. Start small, with a condition or service line, and expand across your enterprise.

Client spotlight

After implementing Pega Care Management, HCA has been able to realize tremendous gains in operations, leaving more time for patient care.

Other Pega Care Management clients have delivered effective utilization management:

- 40% UM requests processed automatically

Diabetes programs:

- 22% reduction in ED spend
- 15% reduction in ER visits
- 14% reduction in specialist medical spend
- 6% decrease in average glucose levels
- 28% increase in compliance

About Pegasystems

Pega delivers innovative software that crushes business complexity. From maximizing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most.

For more information, please visit us at **pega.com**

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