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TECHNOLOGY ESSENTIALS

for Today's **Workers' Comp** Medical Programs



The complexity of managing workers' compensation medical services requires advanced technology to drive efficiencies and provide insightful information. The right solution can save time, reduce errors, and provide important insights, ultimately leading to better health outcomes for injured workers and better program results for payers.

When choosing partners to manage pharmacy and ancillary benefits for injured workers, the supporting technology is vital. Medical program management solutions must meet the needs of all stakeholders – including program managers, IT professionals, and end users – and should provide:

MEDICAL PROGRAM MANAGEMENT TECHNOLOGY STAKEHOLDERS



Claims Staff



Clinical Staff



Executive Leaders



IT and Security

1

GREAT USER EXPERIENCE

that saves time and makes work easier for claims staff

WHY:

Talent time is valuable and simplified workflows improve job satisfaction

LOOK FOR:

Streamlined/automated workflows and intuitive user interface

PRIORITY FOR:



2

RIGHT-TIME CLINICAL GUIDANCE

and automated workflows to guide therapeutic decisions

WHY:

More complex patients and medical treatments lead to more complex claims, requiring greater clinical support

LOOK FOR:

Reliable clinical expertise embedded within technology to inform decisions and drive workflows

PRIORITY FOR:



3

CONNECTIVITY

to vendors, partners and patients

WHY:

Integration provides visibility and speeds referrals, authorizations, and communications with all stakeholders

LOOK FOR:

Ability to connect to multiple medical services, products and interventions within a single platform

PRIORITY FOR:



4

EARLY RISK IDENTIFICATION

capabilities and alerts to facilitate appropriate intervention

WHY:

Undetected risks can lead to downstream issues that negatively affect health outcomes and costs

LOOK FOR:

Analytic-based tools that identify and quantify risks based on proven indicators and criteria that is relevant to your patient population

PRIORITY FOR:



5

ADVANCED ANALYTICS

that provide meaningful and actionable insights

WHY:

Crucial details hidden in unstructured data can lead to poor outcomes and claim escalation

LOOK FOR:

Large store of workers' comp medical data and machine learning technologies that drive automated decisions

PRIORITY FOR:



6

INSIGHTFUL REPORTING

that informs strategy and drives decisions

WHY:

Timely data that is easy to consume facilitate fast action to impact outcomes

LOOK FOR:

Real-time, easily consumable dashboards and reports that provide actionable clinical and business information

PRIORITY FOR:



7

CONFIGURABILITY

to suit the unique needs of your organization

WHY:

Workers' comp medical management programs can differ greatly according to services provided, patient population, geographic region and more

LOOK FOR:

A flexible, configurable system that allows easy customization of user preferences, workflows, alerts, reporting, etc.

PRIORITY FOR:



8

SECURITY

you can count on to protect patient and program data

WHY:

Private healthcare information is sensitive, highly regulated, and widely sought by cyber criminals

LOOK FOR:

Certified application security that includes active monitoring and alerts, as well as proven data, network, and perimeter security.

PRIORITY FOR:



HealtheSystems continually evaluates current medical practices, prescribing trends, service vendors, cost drivers, and technological innovations. We identify opportunities for more streamlined, automated, and secure solutions that can be leveraged to support and simplify medical program management for workers' compensation payers.