

Identify and engage high-risk members in real time across the care continuum

Pings enables health plans to collaborate with providers in order to coordinate and impact member care, utilizations, and transitions through real-time admission, discharge, and transfer (ADT) data.

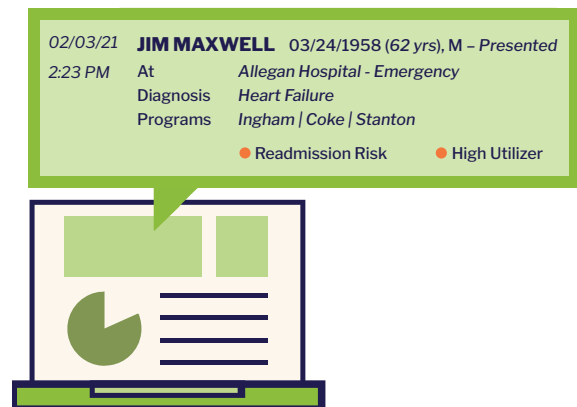
Use Pings To:

- Leverage real-time notifications of ED, inpatient, or SNF admissions and discharges to ensure safe transitions, enable timely follow-up, and prevent avoidable 30-day readmissions
- Prioritize high or rising risk members in need of timely interventions or care coordination through predefined flags and user-defined filters
- Identify out-of-network utilization in real time to engage members at the point of care and guide post-discharge care back in network
- Achieve higher scores on HEDIS measures like 'Transitions of Care' and 'Follow-up after ED visit for people with multiple high-risk chronic conditions'
- Receive updated member contact information to improve engagement efforts for difficult-to-reach member populations
- Increase connectivity to community providers (primary care, behavioral health, specialists, etc.) and activate value-based care partners to better assist in their care management initiatives

In just **6 months** of using Pings, this health plan saw a **7% decrease** in recidivism as well as a **40% decrease** in ED visits for their high-utilizing members

"On multiple occasions, we've used Pings to quickly intervene on patient care events. In one instance, our team received a Ping on a high-utilizer who presented to a nearby ED, so the team immediately drove there to speak with her. They discovered that she stopped receiving dialysis treatments, resulting in numerous ED presentations. The team worked with her to develop an alternative treatment plan to get her back on dialysis. Since the intervention, the patient has not presented to the ED."

– Medicaid MCO in Detroit, MI



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