

## Care to Care's Distinguishing Factors

- ▶ All physician reviewers are board certified and specialists in their respective fields
- ▶ Our physicians are always available to educate colleagues on cases that do not meet criteria

### Specialist to Specialist Interaction



- ▶ UM Program is developed to be physician friendly and effective
- ▶ Care to Care's silk glove service for client, provider and member services teams drive high client satisfaction and guaranteed performance

### Exceptional Service



- ▶ Flexible, highly scalable to accommodate growth and volume
- ▶ Designed in-house with the sole purpose of fostering prior authorization and decision support for advanced imaging

### Proprietary Internal Case Management System (ICMS)



- ▶ URAC Accredited Multi-Specialty Management Company
- ▶ Perfect 100% score on audit results and contact center performance exceeds URAC requirements

### Compliance



- ▶ Proprietary, customizable and transparent evidence-based criteria supported by published guidelines and peer-reviewed research
- ▶ Criteria are broadly researched, free of jargon and frivolous requirements

### Clinical Criteria



- ▶ Directly contracted and fully credentialed network of facilities to the highest standards.
- ▶ Established network with capability to develop client-specific network

### Network



A 2015 Provider Satisfaction Survey conducted by a Client reported that there was a 7% increase in satisfaction with the radiology benefit management in 2015 with Care to Care compared to 2014 with a competing vendor. The stated 96% satisfaction rate among all provider types was attained in the setting of a significantly increased denial rate provided by Care to Care.

The specific questions asked were:

- ▶ The Care to Care Authorization process is timely and efficient
- ▶ The Care to Care authorization process is beneficial
- ▶ The Care to Care staff are helpful

**96%**  
**Satisfaction**  
**Rate**

# Care to Care Risk Capitation Program Description

<b>Full Responsibility for All Decisions and Notifications</b>	<b>Prior Authorization via Web, Phone, Fax</b>	<b>Specialty Peer to Peer Consultation</b>	<b>Evidence-Based Guidelines</b> <i>Reviewed by Practicing Specialty Physicians</i>
<b>Physician Education</b> <i>During Implementation, and Throughout the Program</i>	<b>Consultation for Client's Medical Director and Case Management Staff</b>	<b>Physician Benchmarking/Ad Hoc Compliance Reporting</b> <i>(additional costs may apply)</i>	<b>Delegation of Claims Management</b> <i>Claims Adjudication, Appeals, Reporting.</i>
<b>Implementation/ Customized Project Plan</b>	<b>Dedicated Account Management Team</b>	<b>Client Access to Raw Data for Analytics</b>	<b>Standard Reporting</b> <i>Intake Operations Metrics, Utilization Trends,, Provider Profiling/Performance</i>
<b>Quality/ Compliance Reporting</b>	<b>URAC Accredited</b>	<b>A Directly Contracted and Fully Credentialed Network of Advanced Imaging Facilities</b>	<b>CarePortal and Auth Viewer</b>

Care to Care's compliance and quality management programs use the tools of continuous quality improvement (PDCA) as our framework for assessment and action. In accordance with URAC and NCQA standards, we identify key indicators of quality that are monitored and reported on a regular and consistent basis. They include:

- Compliance
- Intake Operations
- Claim Management
- Utilization Management
- Clients Services and Provider Relations

Delivery of quality service is of the utmost importance, and Care to Care stands by that statement through clearly defined and mutually agreed upon performance standards, to guarantee the highest level of continue quality care and service. Some areas that we offer such assurances are, but are not limited to:

- Call Center
- Case Processing - Turnaround Times
- Claims Adjudication / Payment
- Network Geo - Access
- Provider Satisfaction

## CLIENT GOALS AND NEEDS



## CONFIDENCE IN OUR SERVICE



# Care to Care Expanding Solutions

**Clinical Decision  
Support  
SAS**

**Cardiac Imaging  
Nuclear Cardiac  
Studies**

**Network Rental**

**OB Ultrasound**

**Advanced Imaging  
MR/CT/PET Scans**

**Specialty Consults  
SAS**

**Radiation Oncology  
Therapy**

**Medical Oncology**

**STARS HEDIS Data  
Collection**

**Pain Management**

**Genetic Testing**

**Cardiac Implants  
ICD/Pacemaker**

**Muscle Skeletal  
Spine/Hip/Knee  
Implants**



**Current**



**Next Phase**