



Care Management with IMPACT

No claim processing system is complete without the ability to capture, monitor and track episodes of patient care. Care management functions within IMPACT are event driven and make certain claim payments are accurate.

IMPACT Care Management events consist of the following categories:

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| ✍ Member Service actions | ✍ Referrals |
| ✍ Pre-Certifications | ✍ Utilization Review |
| ✍ Large Case Management | ✍ Auto Detect |

Member Service Actions

Member Service events record the activity surrounding all service calls and complaints received from members, patients and providers. IMPACT records contain information pertaining to the type of caller, the reason for the call, the general category of service and the resolution of the issue. Transactions are automatically routed to appropriate service personnel for prompt resolution.

Pre-Certifications

IMPACT enables plan administrators to easily verify of benefits, review length of stay and coordinate payment with the hospital or outpatient facility.

Large Case Management

Large Case Management is very similar to Utilization Review. The user often defines the differences between the two. These records contain information pertaining to an episode of illness identified as having *large case* status. Large case event records can be associated with an unlimited number of providers. Case Managers set service definitions and conditions that determine how episodes are to be managed.

Referrals

Events record the issuance of referrals from the patient's primary physician or gatekeeper to other services both in and out of network. These records

contain information that identify and control the referral so that claims can be accurately processed under the proper authorizations. Referrals can be assigned to an unlimited number of providers. Users define parameters under which the referral must operate.

Utilization Review

Utilization review records contain information that identifies and controls each specific episode of illness so those claims can be accurately accumulated within their proper categories. Utilization Review records can be associated with an unlimited number of providers, each controlled by a flexible set of parameters that define services and conditions surrounding the episode.

Auto Detect Events

Auto Detection parameters are event records that test the conditions of each claim during the pricing action to determine if it matches the situation described by the Auto Detect Event. If it does, and there are no other event records assigned to that claim, the IMPACT creates an auto select event record that parallels the controlling data in the auto detect event. In this way, the system can create an Event on its own, based on any combination of claim data. Auto select events can be reviewed for further action.

Related Databases

IMPACT's event system provides direct access to all claim, enrollment, provider and client records related to an event. Other accessible records include: Health Monitor, which provides access to all clinical related data, such as blood pressure, pulse, etc.; a tooth chart that provides a graphical display the patient's dental history; the patient's complete benefit summary; and a diary that allows the user to keep additional notes, create a tickler file and track billable time.