

CareRadius™

An Integrated and analytics-driven care management platform that drives higher quality and cost outcomes

Delivering value across the care continuum

CareRadius™ from EXL Health enables transparency across the care continuum, giving health plans quick and seamless access to real-time data that:



Enhances clinical decision-making



Drives quality



Improves workflows



Reduces administrative costs



Enables effective medical cost management



The platform provides end-to-end care management workflows to support health plans in their mission to meet the clinical, social, and behavioral needs of vulnerable populations, ensuring the effective use of healthcare resources while meeting required quality, compliance, and accreditation standards.

Seamless and digitally-enabled workflows create efficiencies across operations and support and automate the full authorization lifecycle - from requests for review to correspondence with members and providers, all the way to grievances and appeals.

Intelligent operations drive results

CareRadius™ has delivered proven, outstanding results across all care management functions, including:

Engagement Improved by
27%
for case management

Engagement Improved by
38%
for chronic disease management

Meeting targets turn-around times
95%
for utilization management

15%
reduction in behavioral health re-admission rates

20%
reduction in medical re-admission rates for members.

Taking data from everywhere



CareRadius™ can be used to perform utilization management, case/disease management, and population health programs across all lines of business, and is capable of ingesting and consuming data from virtually any source to create meaningful, actionable insights. And, the platform can support expansive program capabilities, including specialty case management programs, transitions of care, and chronic condition management.

A 360-degree Member View



Through robust and comprehensive data integration, aggregation, and management capabilities, CareRadius™ provides a single environment for all members of the care team to collaborate on the delivery of care. Users can share the same complete view of the patient, a single unified care plan, and stay up to date on member activities, including medical, behavioral, and social determinants.

Case study

Large, U.S. Regional health plan improves reporting capabilities, increases member engagement, and boosts star rating

The challenge

The health plan was seeking a management system that provided a 360-degree member view and offered full integration across all care disciplines. They wanted to streamline and automate workflows, enhance collaboration, and efficiently provide reporting required by their employer plans and regulators.

The solution

The health plan implemented CareRadius™, which is based on flexible, open architecture that allowed the health plan to configure customizations and integrations as needed, both now and as future needs evolve.

The outcomes

Improved case management process and increased member engagement rate



With CareRadius™, the health plan significantly reduced the time to identify and load new care management cases, which led to a substantial increase in member engagement.

Dramatic change in reporting capabilities and timeliness



With CareRadius™, the health plan now is able to produce comprehensive and integrated reporting. This includes both standard out-of-the-box reports and self-configured reports.

Significantly increased regulatory compliance



CareRadius™ includes an out-of-the-box solution to simplify regulatory compliance reporting processes. The solution features real-time integration with core enterprise systems and the Center for Medicare and Medicaid (CMS) Medicare Part D compliance reporting.

Increased star rating from 3 to 4.5



The CMS star rating helps members and their families compare plan performance and quality for various Medicare plans.