CARE MANAGEMENT ROI
Measuring and forecasting futuristic healthcare quality outcomes

What is the problem or opportunity

- 75 percent* of total health care spending in US is for treatment of chronic conditions
- 15.3 million estimated new chronic illness cases diagnosed each year in US

*According to the Centers for Disease Control and Prevention

Business Challenges

- Inability to determine effectiveness when multiple programs are aimed at the same members
- Lack of unified view of quality outcomes and ROI on various preventive and wellness initiatives to measure positive business outcome
- Unfeasibility of utilizing all data sources that identify at-risk members and determine effectiveness of programs
How do we address this problem

- Gathering Data from multiple data silos and structure them. With usage of Analytical tools we should draw the intelligence out of the same
- Explicitly measure costs and savings attributable to the interventions
- Phase wise execution approach with end-to-end process visibility

The Solution

Structured Methodology with a six-step process covering:

- Data Collection, Verification, Segmentation, Application of Analytics, Configuring and Applying Rule sets, Calculate program performance and effectiveness through Dashboards and Wellness & Preventive care insights

Business Benefits

- Identify overall program effectiveness and ROI for specific programs
- Determine whether care management expense is effective in reducing cost of care
- Understand how multiple programs interact to determine most effective program combination
- Improve member relationship by keeping them healthier

Differentiator (TechM’s edge)

- Unique methodology favouring both proprietary and client-specific approaches
- Process driven approach integrating multiple data silos
- Member-centric integrated approach coupled with value based targeting
- Explicitly measure costs and savings attributable to the interventions

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About Us:

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD 4.2 billion company with 117,000+ professionals across 90 countries, helping over 837 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders. Tech Mahindra is amongst the Fab 50 companies in Asia (Forbes 2016 list).

We are part of the USD 17.8 billion Mahindra Group that employs more than 200,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, after-market, information technology and vacation ownership.

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