

CareIntel

Integrated Suite of Actionable Intelligence for Population Health Management



The Challenge

Value-based plans face increasing pressure to efficiently manage the cost of member care while meeting quality measures, increasing member satisfaction, and maintaining trusted relationships with providers, vendors, care partners, and members. The industry has turned its attention to **Artificial Intelligence (AI)** to meet these goals by leveraging the astounding volume of health data available to predict member needs, but for many plans, the cost and time required to develop AI models from scratch in-house are prohibitive. Additionally, even with established models, plans must have the infrastructure in place to share interpretable AI predictions with the clinicians who can act on them.

The Solution

Jiva **CareIntel** is an integrated suite of actionable and interpretable intelligence that combines the predictive capabilities of AI, supervised Machine Learning (ML), the sophisticated Jiva Sentinel Rules Engine (SRE) and decision tree algorithms and logic found within the Assessment Configuration Engine (ACE). Backed by ZeOmega's deep clinical knowledge, years of medical, administrative, and social determinants data, and comprehensive population health management workflows, **CareIntel** is a robust, end-to-end intelligence suite.

CareIntel 

Jiva CareIntel is the only solution in the industry that can provide:



Member Engagement

- Digitally **engage** members how and when they want to be reached
- Determine **member readiness** to engage and make lifestyle changes
- Flag **non-adherent members** for outreach



Improved Productivity

- Understand the **impact of interventions** to allocate resources and effort in the most productive manner
- Fully customize workflows** to suit your populations' unique attributes, your care coordination processes, and your business objectives — all in one comprehensive package



Energized Quality Initiatives

- Identify and alert care managers to real and potential **gaps in care** (Care Reminders based on HEDIS Allowable Adjustments Certified MeasuresSM 2020)
- Derive **emerging risk scores** based on AI forecasts
- Automate care plans** with SNOMED metadata at the population and individual member level for interoperability and whole-person care management

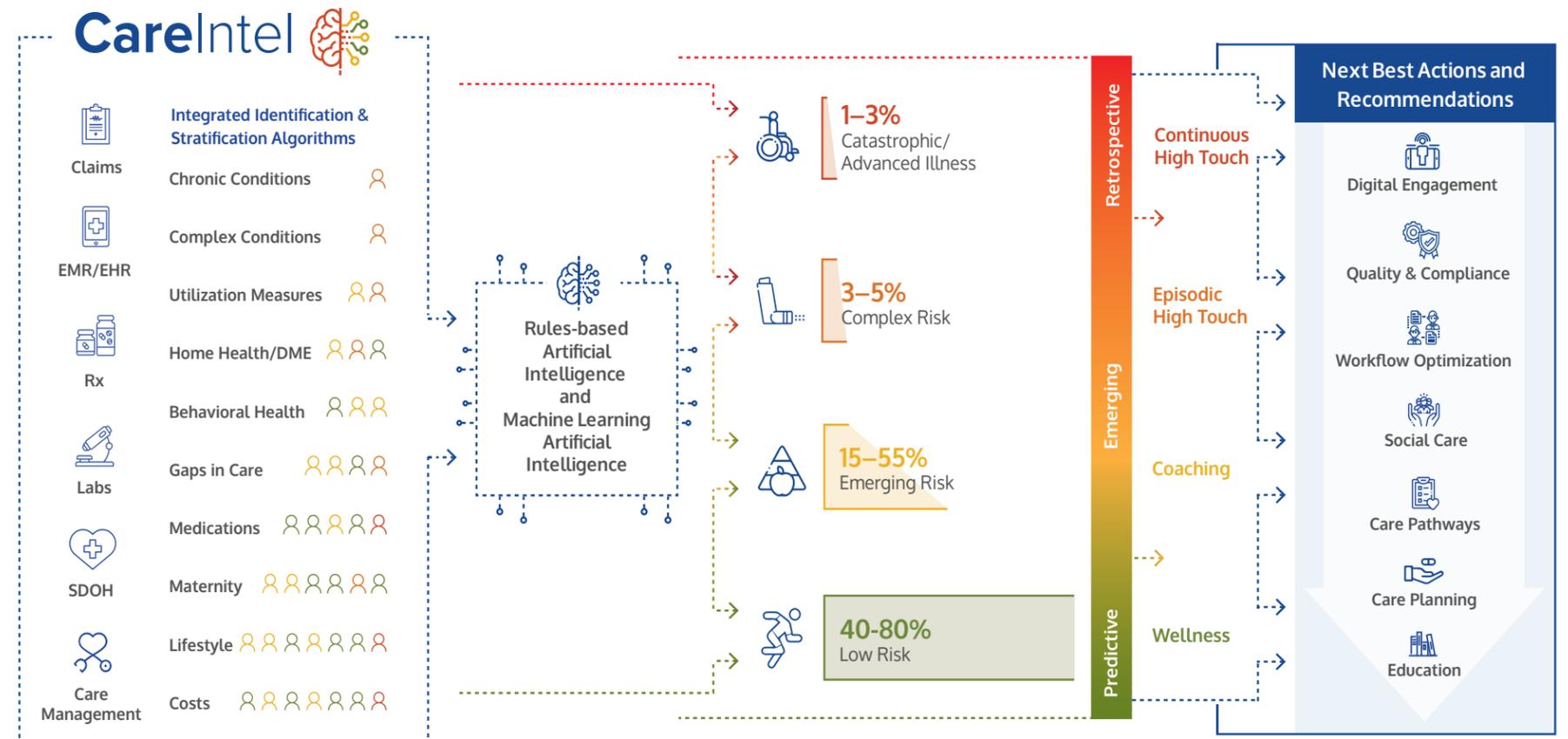


Automated Compliance Solutions

- Manage complex compliance timelines with **easy-to-use dashboards**
- Generate audit data** with out-of-the-box reporting
- Track, manage, and document **compliance milestones** in one platform

How it Works

Drawing on years of ZeOmega clinical expertise and member data, Jiva **CareIntel** leverages three types of algorithms across its identification, stratification, prediction, and intervention solutions to meet specific care and business objectives. Derived at the intersection of accuracy and explain-ability, **CareIntel's** insights and actionable workflows empower clients to identify specific needs in their populations and then power assessments, clinical dashboards, registries, care plans, and interventions to meet them.



A Full Analytics Stack in One Solution

Artificial Intelligence

Our AI models are powered by longitudinal raw claims data with ICD-10, CPT, and NDC data, plus the results of years of ZeOmega's clinical intelligence expertise. Through hundreds of SQL queries, this raw data is transformed into staged data elements that can be readily analyzed by predictive AI algorithms — either ZeOmega's out-of-the-box algorithms, or your own proprietary AI.

Supervised Machine Learning

ZeOmega AI models employ supervised ML—training computers to learn—by exposing them to increasing amounts of data to progressively improve their analysis. The ML model adds value and continuously improves predictions through self-learning capabilities, the ability to handle complex data, and its transparent, explainable nature.

Sentinel Rules Engine

SRE makes lightning-quick, intelligent, and complex decisions from big data sets—both within Jiva and from external systems—by analyzing all information that is known about the member. Based upon information uncovered and analyzed, SRE then generates actions such as initiating a care plan, identifying member education opportunities, or alerting a care manager of an issue.

Assessment Configuration Engine

ACE uses decision tree logic and comprehensive clinical evidence to suggest additional resources and assessments that care teams can provide to members to support them on their whole-health journey. Assessments are dynamic across the care continuum to provide individualized recommendations for care interventions.

AI, Explained

Many AI solutions generate the “black box problem,” where inputs and calculations are not interpretable to the user or others. This inhibits trust among stakeholders and hinders efforts to improve AI algorithms over time. **CareIntel's** explainable AI provides interpretable, actionable results.

Why it Works



Speed development of your AI models

Build on the vast foundational library of ZeOmega's pre-staged data tables and foundational AI models to efficiently deploy your data resources to develop the custom AI models that are right for your business. We integrate clinical, medical & pharmacy claims as well as SDOH data into pre-staged data tables which work as a feature warehouse. It gives us the capability to pick and plug the features into any AI models required for comprehensive and precise predictions at a much faster pace.



Build trust with explainable results

CareIntel's AI provides interpretable, actionable results, giving clinicians unique insight into how predictions are derived. **CareIntel's** AI provides interpretable insights at population as well as member level for a deeper understanding of the drivers and inputs that allow for human-centered care planning and actions.



Leverage data to drive better outcomes

By combining tremendous AI predictive capabilities with machine learning — ongoing algorithm improvement — with the Jiva SRE, organizations can move seamlessly from insights to action, automatically triggering intelligent, customized care management workflows.

In today's healthcare environment, health plans must go beyond the status quo and uncover useful data about member populations to anticipate and mitigate risk and manage population health proactively and continuously. In a sea of AI solutions, only **CareIntel** can deliver end-to-end, sophisticated interpretable AI with rules-based workflow solutions and supervised learning methods to help deliver high-quality, cost-effective care across the continuum.

To learn more about **CareIntel**, contact us at sales@zeomega.com or 214.618.9880.