



Appian for Healthcare Payers

Care coordination.

- Extend and optimize current care management solutions.
- Eliminate manual tasks and redundant data entry.
- Gain a unified view of members and their health.
- Create customized workflows for easy-to-implement care plans.

Health plans want to ensure that their members are working toward wellness and living as healthy a life as possible. This includes making health improvements, or maintaining a certain level of wellness for those with chronic conditions. To this end, many plans have hired care managers to engage with members who have chronic or acute conditions—situations that could require hospitalization or costly procedures if left untreated.

After assessing a member's needs and health goals, care managers create a proactive plan and work with them to follow it. Care managers also monitor progress, facilitate follow-ups, and coordinate resources for maintaining member health. This can include simple things like coordinating transportation to doctor visits, or more complex tasks like accommodating foreign languages.

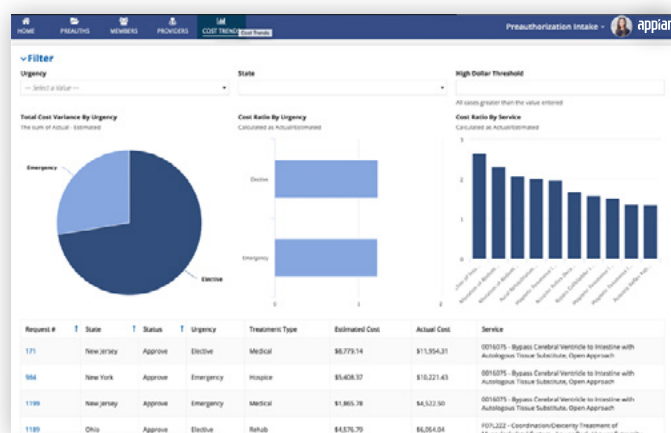
Such care management activities require flexible organization and communication—something legacy systems were often not designed to support. Working within outdated infrastructure, nurses often have to manually enter data or maintain additional spreadsheets. At health plans that have grown by acquisition, care management nurses often must swivel among multiple systems to manage their work, leaving greater room for error that can adversely affect member outcomes.

Automate care management for better outcomes.

The Appian powerful low-code platform can extend and optimize a payer's existing care management system. It can provide a unified view of members across multiple legacy systems, enable new types of care management processes and give care managers a single, intuitive interface for developing care plans, initiating member outreach, determining appropriate interventions, and more.

With Appian, health plans do the following:

- Easily intake member lists from claims analytics or AI programs.
- Create customized workflows with alerts for each care manager.
- Eliminate redundant data entry.
- Reduce duplicate records and improve data accuracy with a single interface.



Focus.

Appian was designed to equip care managers with the tools and information they need to provide high-quality care.

- Increase care managers' productivity with automated processes.
- Improve member monitoring and outcomes with real-time data updates.
- Save time and money through more streamlined processes and workflows.

Take control.

Appian gives organizations the ability to quickly build, deploy, and scale enterprise clinical care operations applications for the following:

- Clinical policy management.
- Utilization management and prior authorization.
- Clinical contact center.

Prepare for the future.

The future of healthcare depends upon insurers' ability to quickly adapt and provide high-quality convenient services for providers, payers, and—most importantly—members.

Transformational healthcare solutions require speed and power. The Appian Low-Code Platform provides both.

With Appian, organizations can build web and mobile apps faster, run them on a HIPAA-compliant cloud, and manage complex processes end to end, with bots and without limitations.

Healthcare organizations trust Appian.

