Digital Copilot for Your Care Team

HEALCONNECT

HealConnect is a proven platform for Managed Care Organizations (MCOs) to engage their Medicaid members. Using the **self-service capabilities** of HealConnect:

30,000+ Medicaid members completed their health risk screenings.

Over 35,000 members received gift cards.

56% of members sent redetermination information acted within the first month.

25% of high/moderate risk members scheduled a call back after an E.R. visit.

HealConnect is a HITRUST-certified digital engagement platform built for Medicaid MCOs. The platform uses SMS, email, and IVR to engage hard-to-reach members.

Supercharge Your Care Team with Digital Capabilities

- Are your care managers frustrated with members not picking up their phone calls?

- Do your care teams struggle to get members to complete assessments or follow-ups after a hospital visit?

- Does your behavioral health team want to send educational information but can't connect with members?

If so, HealConnect is the platform for you.

HealConnect delivers "last mile" connectivity to members. Your care team can use HealConnect to schedule a call, complete an assessment digitally, and send links about resources. You can configure automated campaigns to close care gaps through integration with your care management system.
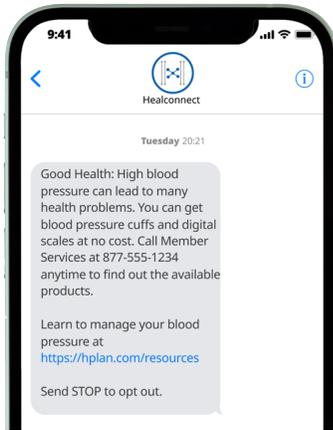
Member Self-Service

Care teams are tasked with getting members to complete actions. Using HealConnect, care teams can:

- **Configure and complete assessments**: HealConnect has templates for common assessments like health screening, health-related social needs, and PHQ-9. Members can complete their assessments after authentication on their mobile browser.

- **Schedule appointments:** HealConnect supports event-based messaging, which can be used to schedule a call after a hospital visit or for a care plan review. Members can choose their preferred time for a care manager to call them.

Educate and Engage

Messages are more effective when repeated. According to the Patient Safety Network, over one-third of U.S. adults, or 77 million people, have low health literacy. Care teams can use digital messaging to provide "drip content" to help members manage their health. For example, you can provide members having hypertension information on cuffs, symptom awareness, dietary tips, and tools to self-manage.

Week 01
- Welcome message
- Baseline literacy assessment

Week 02
- Choosing a PCP
- Provider communication
- Info on cuff coverage

Week 03
- BP signs and symptoms
- Managing BP
- AHA toolkit

Week 04
- Diet to manage BP
- Nutrition tips

Week 05
- Access to local resources

Week 06
- Best practices
- Literacy assessment

Engage with Content

Today, members are swamped in a flood of content. Healthcare content must be simple, jargon-free, and captivating to capture a member's attention. HealConnect delivers engaging content through:

- **Fotonovelas**, aka visual stories, are an effective way to introduce members to complex health issues.

- **Videos** have proven to be effective over textual content.

- **Personalized videos** have been successful in helping members understand their covered services or redetermination process.

For a demo or further information about the HealConnect platform, please contact Ravi Sankar (CJ) at 301-529-9852 or ravisankar.cj@sagitec.com.

About Sagitec

Founded in 2004, Sagitec focuses on public sector and healthcare industries. Sagitec's HealConnect platform delivers health risk assessments, redetermination assistance, care gap communications, and health promotions to 1.5 million Medicaid members. Over 800k+ contributing employers and seven million+ members use Sagitec solutions.