

Sagitec Helps San Diego Wellness Collaborative Improve Software Efficiencies to Better Serve its Community

About the Client

The San Diego Wellness Collaborative (SDWC) creates a vital connection between healthcare organizations and the community. SDWC is a nonprofit organization that improves health equity and population health in San Diego, California. SDWC works with multiple stakeholder initiatives to coordinate care and provide resources and information for community members.

SDWC works with a case management system that supports Medi-Cal (Medicaid) contracts.

- Through these contracts, SDWC works with community-based organizations to help provide access to needed medical treatment and address health-related social needs for community members.
- Neighborhood Navigators, or people who work on these cases, interact with at-risk members in the community to help them access healthcare services, provide health education, and connect them with available resources

Problem Statement

SDWC's previous case management system lacked the flexibility and capacity to meet evolving contract requirements. For example, the system did not provide solutions for necessary changes in data collection and billing required by advancements in new Medi-Cal programs such as Enhanced Care Management and Community Support Services.

Manual and time-intensive workflows were created to support contract compliance and billing. SDWC lacked the software functionality necessary to be efficient and accurate. Tracking patients and sending claims was labor-intensive, slow, and prone to errors. The user experience was challenging for both internal staff and partners. In short, the software was hindering, rather than enabling, SDWC's success.



The Solution

SDWC chose to work with Sagitec's HealConnect platform. HealConnect is a HITRUST CSF-certified digital CRM platform for Medicaid health plans. It helps organizations like SDWC engage with hard-to-reach Medicaid members, document services provided, and close gaps in care. By choosing HealConnect, SDWC enabled efficiencies in key areas.

Productivity

1

SDWC works with multiple managed care organizations (MCOs) in the San Diego area. SDWC needs to provide data to MCOs to authorize and deliver services to patients and ensure compliance with Medi-Cal regulations. With the legacy system, reporting to these MCOs required manual data entry to multiple organizations' portals.

HealConnect automated these manual processes. The system's automation reduces the average time of entry from **two minutes to 20 seconds**, an **improvement of six times**. For SDWC, a typical week has around 200 activities, and this system improvement results in over five hours of saving per week per supervisor.

Billing

2

SDWC sends electronic claims to MCOs when it delivers services to their members, which requires accurate tracking of members and services delivered.

Through HealConnect, SDWC's claim submission cycles improved from **two months to 14 days**. Moreover, the automated identification of billable activities led to faster and more accurate preparation of electronic claims, also improving profitability.

Changing Business Model

3

SDWC's Neighborhood Navigators want to spend more time with community members and less time working on business processes. To provide comprehensive support, Navigators need to understand the social and individual challenges of their members. Timely referral tracking is critical when working with community partners to ensure members receive the required assistance.

HealConnect provides Navigators with an easy option to create and track referrals to community support services. In three quarters of 2022, Navigators created **266 referrals** to community resources, of which 59 were for Housing Navigation support. Other referral categories include legal support and financial assistance.

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We were able to give Sagitec real-time feedback on the challenges users were having, and they gave us quick, custom-built solutions. They were key in helping us transition to a new system and ensured our users were comfortable.

One of the things we appreciated about Sagitec was their availability to our users and us. They held daily office hours and would jump on a call to help us with any technical problems we faced while rolling out our new system. This availability and presence were really valuable for our team.

– Christy Rosenberg, Chief Operating Officer, San Diego Wellness Collaborative

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About Sagitec

Founded in 2004, Sagitec focuses on the 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.

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