



CUSTOMER STORY

DOCTORS HEALTHCARE PLANS

Building a Partnership for Long Term Success



PREDICTED RESULTS

Anecdotal evidence indicates that InfoMC's platform has:

- Significantly improved member and provider satisfaction
- Reduced the cost of care delivery
- Provided the foundation for strong STAR ratings
- Enhanced care management integration
- Supported CMS compliance across all product lines



"Through our strategic partnership with InfoMC, we've developed a highly collaborative approach that benefits both organizations. On-going interactions across teams have strengthened Incedo's position as a Medicare Advantage Software solution while enabling Doctors HealthCare Plans to operate more efficiently and maintain compliance."

Francisco O. Hernandez, MD
Chief Medical Officer



EXECUTIVE SUMMARY

In preparation for a January 2019 launch of a new Medicare Advantage Plan in Dade County Florida, Doctors HealthCare Plans, Inc. (DHCP) had completed a rigorous RFP process and selected a vendor to provide a care management platform which was intended to offer the flexibility required to realize DHP's mission of offering a high-touch customer-centric experience for Medicare beneficiaries.

AN UNEXPECTED COURSE CORRECTION

Early on, it became clear the selected vendor lacked the depth of health plan system capabilities required to deliver on its promises. In a bold move to ensure regulatory compliance, DHCP terminated the contract, returned to the market, and selected InfoMC's care management platform Incedo as their technology infrastructure. Quickly establishing a trusted partnership and working at light speed, DHCP and InfoMC met the original go-live date with full functionality, launching in just 45 days.

A BEST IN CLASS CARE MANAGEMENT PLATFORM

With Incedo, DHCP quickly created a market leading reputation for delivering an exceptional member and provider experience, earning the distinction as the fastest growing MA plan in highly competitive Dade County two years in a row. Built to deploy a medical home approach to care within the case management module, Incedo facilitated this rapid growth with features that include:

- Easy scalability and configurability for on-the-spot enhancements
- Operational efficiencies using automated workflows
- Building real-time tracking, reporting, and auditing for CMS compliance
- Integrated behavioral health and SDOH
- Customizable rules and alerts that drive member engagement
- Seamless CM and UM integration