INFOMC®
ADVANCING THE VALUE OF CARE

Behavioral Health Management

*End-to-end behavioral health solution
for value-based care*

InfoMC provides an end-to-end, person-centered behavioral health management platform enabling you to administrate and address behavioral health conditions and integrate treatment with medical and social determinants of health to support a holistic approach to value-based care.

Our Incedo™ platform enables interdisciplinary care teams to optimize and personalize care for even the most complex, vulnerable, and marginalized individuals. Automated, intuitive workflows streamline care delivery across disciplines, enabling you to identify and remove barriers that make care less effective while efficiently managing administrative processes to ensure prompt treatment and payment.

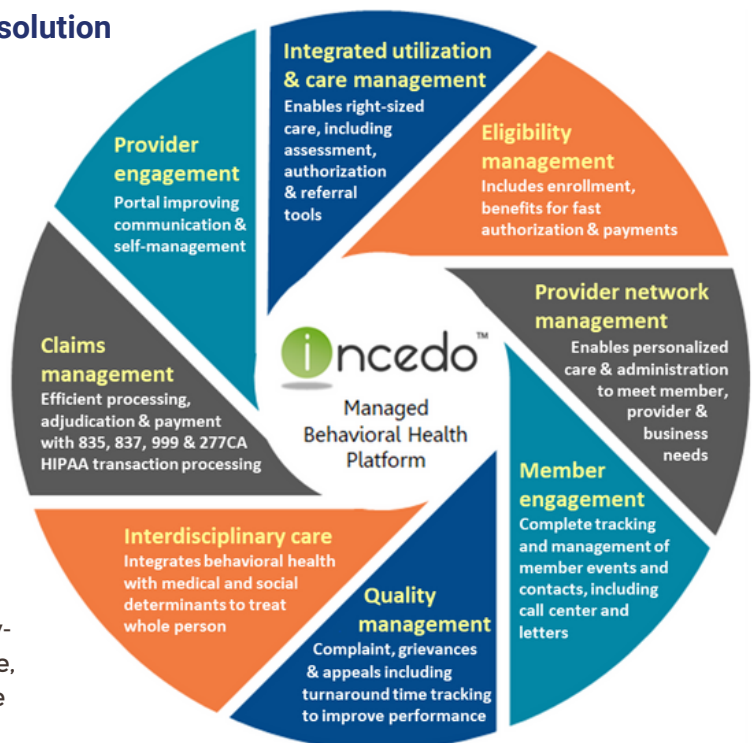## ✓ Personalized comprehensive behavioral health solution

Available as a standalone behavioral health platform or a solution fully integrated with care management, Incedo enables you to address behavioral health alongside physical health and social determinants to deliver individualized, whole-person care. Incedo offers efficient, end-to-end workflows for member assessment, enrollment, and engagement, utilization management, network management, and behavioral health claims management, enabling you to create better treatment protocols that improve outcomes and reduce the risk of health equity bias.

✓ Automation improves your ROI

Automated, rules-driven workflows for core administration and clinical operations drive efficiency and quality—plus ensure behavioral health needs are efficiently managed and coordinated with community-based services to support all aspects of health. Intuitive, self-service configurability enables workflows to evolve with changing business and regulatory requirements.

Incedo™
Managed Behavioral Health Platform

Integrated utilization & care management
Enables right-sized care, including assessment, authorization & referral tools

Eligibility management
Includes enrollment, benefits for fast authorization & payments

Provider network management
Enables personalized care & administration to meet member, provider & business needs

Member engagement
Complete tracking and management of member events and contacts, including call center and letters

Quality management
Complaint, grievances & appeals including turnaround time tracking to improve performance

Interdisciplinary care
Integrates behavioral health with medical and social determinants to treat whole person

Claims management
Efficient processing, adjudication & payment with 835, 837, 999 & 277CA HIPAA transaction processing

Provider engagement
Portal improving communication & self-management

✓ Quality performance tracking and regulatory alignment reduce risk

Incedo helps you improve quality performance via complete complaints, grievances, and appeals management, with built-in turnaround time and process tracking aligned with CMS, NCQA, and URAC guidelines. Customizable workflows and granular data capture and reporting support continuous quality improvement and enable alignment by line of business or contract so you can proactively manage regulatory requirements and demonstrate compliance.

25 years of supporting behavioral health and social determinants

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