



Incedo Care Management for Tailored Care

InfoMC provides a comprehensive, person-centered care management platform that helps North Carolina Care Management Agencies (CMAs) meet the Tailored Care Management program requirements for integrated, whole-person care. Our Incedo platform enables interdisciplinary care teams to collaborate, optimize, and personalize care for even the most complex individuals. Automated, intuitive care and utilization management workflows streamline business processes and care delivery across integrated care teams spanning medical, behavioral, and social determinants, enabling you to identify and remove barriers that make care less effective.

Incedo is fully configured based on the CMS special needs plan (SNP) model of care, and can also be configured to support your specific care model so you can efficiently identify, address, and measure the unique needs of each individual you serve. Our solution helps you manage care transitions and ensure continuity and consistency of care to reduce admissions and improve outcomes across all populations and risk factors.

Incedo enables CMAs to:



Assess medical, behavioral, and psychosocial needs

with evidence-based assessments and screening tools to address all member needs



Improve care management efficiency

with rules-driven workflows and dashboard view of cases, alerts, and tasks



Automatically trigger person-centered care plans and workflows

to engage members, address barriers, and ensure quality and consistency of care



Automate tasks, referrals, and utilization management

with complete authorization lifecycle to improve operational efficiency and ensure right-sized care



Collaborate across interdisciplinary care teams and members

—including community-based and social support resources—to bridge data silos and address clinical and non-clinical needs using a single member profile



Engage with members

to improve outcomes for even the most complex and at-risk populations



Improve quality and compliance

and drive innovation via customizable granular data capture and reporting



Adapt to evolving business and regulatory requirements

with a platform designed for configurability and scalability, personalized to meet your assessment, workflow, program, and reporting needs

InfoMC's Care Management Solution

Person-centered, whole-person care approach improves engagement and efficiently delivers high-quality, effective care

25 years of driving better outcomes in commercial and public sectors



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