



# Utilization Management

*Personalized solution driving efficiency, cost savings, and compliance*



Our Incedo™ utilization management solution improves your productivity, automating tedious, low-ROI tasks and speeding care determinations to help you improve member outcomes with timely, appropriate, and cost-effective care. Incedo's automated workflows are highly configurable, with decision support to help you deliver the right care to the right people at the right time, location, and level to more efficiently manage quality, consistency, and compliance.

## Benefits:

- ✓ **Regulatory alignment promotes compliance and reduces penalty risk**  
Incedo processes and workflows align by program with regulatory guidelines—including CMS, NCQA, URAC, and state-required elements and processes—so that you can proactively monitor and manage requirements and ensure compliance.
- ✓ **Automation speeds turnaround times and prevents treatment delays**  
Incedo automates manual, error-prone tasks to reduce your administrative burden and streamline authorizations so that your members receive timely, right-sized treatment and your clinical resources are effectively utilized.
- ✓ **Configurability enables personalization and improves efficiency**  
Automated workflows are based on SNP or your model of care, with fully configurable rules, workflows, and work queues to meet your program and business needs and evolving regulatory requirements.
- ✓ **Full integration with care management improves cost and health outcomes**  
Collaboration across care and utilization management teams can ensure at-risk members get the care they need while preventing unnecessary treatment so that you reduce waste, save costs, and improve the health of the people you serve.
- ✓ **Better experience improves ratings and reduces leakage**  
Automation and improved bidirectional communication between provider and plan improve turnaround times and reduce frustrating delays and fragmented care. Less friction means improved experience for both provider and member, improving ratings and ultimately reducing leakage that would prevent loss of revenue.