



# MemberMatch<sup>®</sup>

Understand your members' activity in the continuum of care

## Awareness that improves outcomes

Staying in-network and proactively seeking treatment in the most clinically — and cost — effective venue may not be top of mind for many patients. When patients go out-of-network, how do risk-bearing entities such as health plans and ACOs address these costly behaviors? Claims cycles can take months, and by then it is far too late to manage these costs. Even a delay of minutes in awareness of patient activity could result in an unnecessary, costly admission — thus, when it comes to care coordination and success in value-based contracts, **time is money**.

By understanding your members' activity throughout the continuum of care with real-time alerts of their clinical activity, you could:

- 1 Connect your care team with the attending clinical staff, providing key context to optimize the quality and cost of encounters, potentially avoiding unnecessary, out-of-network admissions and duplicate tests
- 2 Repatriate encounters to your network and prevent network leakage
- 3 Manage transitions of care to optimize outcomes and reduce unneeded readmissions
- 4 Improve performance on quality measures such as those pertaining to discharge follow-up
- 5 Understand member utilization patterns both within and outside of your network in real time

## Industry-Leading Professional Services

MemberMatch is supported with dedicated client success, implementation and support resources to ensure that clients continuously derive maximum value from the solution.

## Introducing MemberMatch

MemberMatch provides these insights in real time, providing care teams intelligence as early as possible so that they can rally around active episodes of care proactively and efficiently. This helps risk-bearing organizations optimize the quality and cost of member activity in the continuum of care, leading to better outcomes for patients and a better bottom line for organizations responsible for their health.

## What you get

Real-time, configurable notifications of member activity

Detailed HL7 ADT encounter data via national ADT coverage

Display ACO membership and instructions in eligibility responses

Robust and flexible client-defined work queues

Insights into utilization patterns such as high ED or readmission risk

Structured outputs - XML, Excel, web service



## How it works

MemberMatch leverages Experian's vast network of ADT and eligibility feeds, deployed across more than 60% of hospitals in the U.S., to provide insights into member activity. Clients upload member rosters, and MemberMatch uses Experian Health's industry-leading referential matching solution — Universal Identity Manager — to associate encounters to members within the roster. Then, encounters are distributed to the appropriate care team members via a portal, text, secure or standard email, or your existing care management solution via an API.

### Configurability that fits your needs

A sophisticated rules engine with a user interface that non-technical team members can master supports the development of queues suited to your organization's workflow. The power and flexibility of this engine supports slicing and dicing even the largest, most diverse rosters into manageable queues.

## Gain real-time insights into your member activity today

Visit [www.experianhealth.com/membermatch](http://www.experianhealth.com/membermatch) today to schedule a demo and to learn more.

