

Fractal Health Triage

Provide payers with comprehensive members' health views that enable proactive and preventive care at scale

What is Triage?

Triage is a solution that helps payers and providers transition from reactive care to proactive and preventive care for their members.

It enables coordinated and integrated care delivery at scale, leveraging insights from multiple data sources and predictive models, and providing feedback loops to the care team and the member.

To achieve this, it first harmonizes member data to create a comprehensive member profile.

It then leverages AI to identify members, prioritize, personalize, and manage interventions that can improve members' health outcomes while optimizing utilization.

Finally, it integrates seamlessly with the care management platform to help care managers orchestrate the right actions and document feedback.



Personalized

Best services combination for an individual. Tailored care plan as per treatment protocols



Proactive

Empower members to take an active role in managing their health through health information, wellness initiatives, etc.



Predictive

Predict a member's negative health event well in advance, based on past behavior and health conditions.



Preventive

Target efforts to prevent a predicted adverse health event

Why Triage?



Harmonized data

Various data silos about members health, demographics, financial, and social data make it hard for payers to get a comprehensive and updated member health view.

Triage harmonizes and integrates disparate data sources to build a comprehensive view of member including demographics, health and social data.



Integrated end-to-end solution

Payers often have no integrated solution to leverage member data to segment and address priority populations.

This makes it hard for them to identify the most complex and higher-cost members most likely to benefit from custom outreach and care management.

Triage's end-to-end solution integrates an exhaustive suite of predictive models to identify members-at-health risk. It then helps prioritize, personalize, and manage interventions towards them by human agents.



Multi-factor predictive models

In most cases, the predictions of payer's members-at-health-risk models aren't consolidated to help build a single prediction. This makes addressing the key at-risk population very hard.

Post member identification, prioritization scores are assigned to members based on their health risk urgency, impactability, and engagement feasibility. This can help care management teams reach out to the sickest and most urgent members who are seeking help and interventions.

Fractal Health Triage functional modules



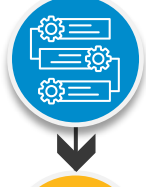
Stratification

Segments member population into different risk cohorts based on their health risk and needs.



Identification

Predictive models, clinical triggers, and data-driven triggers identify members-at-risk who are likely to have a health event or need an intervention.



Prioritization

Ranks members and the interventions based on their urgency, impact, and feasibility.



Personalization

Tailors the outreach strategy and the messaging for each member based on their preferences, demographics, and social factors.



Roster and monitor

Integrates the insights from the previous modules into the care management platform and enables care team to reach out to the members, monitor their progress, and provide feedback.

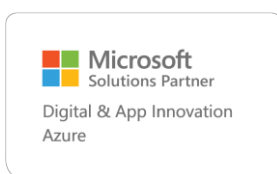
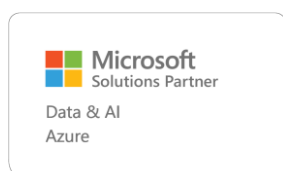
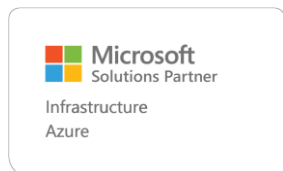
Get started with a Fractal Health Triage MVP 10 to 12 weeks implementation

For an initial minimum viable product (MVP) project, the Fractal team will customize and deploy Triage within a limited scope:

- One line of business: Medicare, Medicaid, or commercial
- One member cohort: Multiple chronic conditions or chronic complex,
- One predictive mode: Avoidable inpatient admissions in next 6 months.

To achieve this the project assumes that there is an existing members profiles database. Those profiles should have at least 75% of the required features and will only require limited solution-related profile enhancements.

Also, some base conditions codes and their definitions, such as chronic conditions tagging, should exist to help define the target cohorts.



Why Fractal?

A data, ML, and AI specialist for over 20 years, Fractal is a recognized Microsoft Solution Partner with the expertise to support you throughout your data and AI transformation journey.

Depending on your use case or situation, your Triage project conducted through Fractal might be eligible for Microsoft funding.