

BROCHURE

Smarter, Connected Care Management



Unified care management that coordinates better, personalizes care, and improves lives

Healthcare payers are under growing pressure from rising medical utilization, increasing specialty drug spend, and expanding regulatory oversight. Fragmented workflows across risk adjustment, utilization management, and care management often result in administrative waste, avoidable admissions, and poor member experience.

Tech Mahindra's Care Management Enablement helps payers navigate these challenges with a unified, compliant, and configurable platform that brings health risk assessment (HRA), case management, and disease management together, enabling care teams to act early, coordinate better, and deliver measurable outcomes.



Powering Smarter Care Management

Our Unified Care Management Platform is a comprehensive solution designed to support healthcare payers in managing high-risk, high-cost populations effectively. The platform integrates core care management capabilities into a single system, eliminating fragmented workflows and enabling teams to focus on proactive, member-centric care. The solution includes:

- A centralized platform spanning HRA, case management, and disease management
- Configurable workflows aligned with CMS, SNP, and non-SNP compliance requirements
- Multichannel Member engagement across phone, digital, and in-person interactions
- Rule-based pre-case identification and holistic assessments covering clinical, social, and behavioral needs
- Dynamic care plans with intervention tracking, automated follow-ups, and approval workflows
- Real-time dashboards delivering operational, quality, and performance insights

Key Benefits

Our Care Management solution is designed to enable payers to:

- Improve care coordination and reduce avoidable admissions
- Improve quality scores such as HEDIS and Star Ratings
- Strengthen regulatory compliance and audit readiness
- Lower administrative waste with unified, automated workflows
- Support complex, high-cost clinical needs with personalized interventions
- Achieve measurable savings with improved per-member outcomes
- Drive higher HRA completion and earlier identification of high-risk members



The Tech Mahindra Advantage

- 2M+ lives supported across payers, provider groups, and care organizations
- An average savings of \$1,186 per member per year
- 14+ integrated modules spanning risk, quality, care coordination, and engagement
- Deep healthcare payer domain expertise supported by scalable delivery models

Case Study

01 Increasing HRA Completion and Compliance

A dual eligible special needs plan (D-SNP) struggled with low health risk assessment completion rates and inconsistent documentation, limiting early identification of high-risk members. Tech Mahindra implemented configurable HRA templates, automated outreach queues, and multichannel member engagement. The results included:

- Initial HRA completion increased from 79% to 94%
- Improved documentation consistency and audit readiness
- Earlier identification of high-risk members for timely intervention

02 Transforming Case Management Efficiency

Care teams faced fragmented workflows, manual processes, and inconsistent care planning, resulting in inefficiencies and variable member experiences. By deploying standardized care plans, automated goal generation, and centralized collaboration tools:

- Case manager efficiency improved by 22.5%
- Care planning became more standardized and repeatable

03 Chronic Disease Management Optimization

A payer lacked comprehensive visibility into chronic disease populations, leading to ineffective outreach and higher utilization. Tech Mahindra enabled advanced population segmentation, condition-specific assessments, and targeted outreach programs. The outcomes included:

- Improved adherence to individualized care plans
- 8-12% reduction in avoidable emergency department utilization
- Better monitoring and longitudinal management of chronic conditions

Conclusion

As care complexity and cost pressures continue to rise, healthcare payers need smarter, more connected care management capabilities. Tech Mahindra's Care Management Enablement helps payers break down silos, improve outcomes, and control costs through integrated workflows, actionable insights, and member-centric engagement.

Next Steps

Connect with Tech Mahindra to explore how our Care Management Enablement can support your population health and medical management goals. Visit www.techmahindra.com or contact your Tech Mahindra representative to learn more.



About Tech Mahindra

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