

CareIQ Care Management

A New Paradigm for Care Planning Transformation

CareIQ for Salesforce® Health Cloud provides efficient best-practice workflows that leverage fully integrated evidence-based guidelines, assessments and recommendations that inform critical decision support to ensure compliance and personalized patient care. This is done all while enhancing payer-provider communication and automating previously manual, time-consuming processes. With CareIQ, organizations empower patients to take charge of their health and ensure appropriate care, while managing risk.

User Interface	
Automatic guideline assignment based on workflow rules (e.g. Line of Business, Care Programs, State)	View previous answers given to same question without leaving flow
Recommended guidelines based on clinical attributes of patient	Create question branching
Section navigation facilitates normal conversation in assessment process	Flag required questions
Progress indicators support natural dialog without missing information	Launch and join (branch) secondary assessments as indicated
Pause and resume as needed	Fully customizable manage care plan screen for data capture
On screen tool tips provide guidance to end users	Configure answers to trigger problems (PGI) or identify barriers
Fully integrated with MCG Disease Management guidelines	Question scoring can drive workflow automation
Compatible with other 3rd party content	Care plan wizard helps users to focus on care plan elements most important to the patient
Supports NCQA PHM 5	Fully integrate with UM workflow/cases
Compatible with any organization specific assessment/care plan requirements	Multiple user collaboration
Configurable page layouts: include sidebar, header, etc	Responses and Care Plans are auto-saved
Question-level Notes	Never loses progress with network/power outages
Question, Answer, PGI mastering	Version Control
Connect UM & CM Workflows	D-SNP & LTSS Supported
Letter/Document Generation – Assessments + Care Plans	NCQA Pre-Certification ('22)

CareIQ Technical Specifications

CareIQ has been carefully designed and architected to maximize the use of Salesforce Health Cloud & Lightning Platform. By taking Salesforce Best Practices to extreme levels, customers have maximum flexibility. Customers are able to extend the capability of CareIQ using Salesforce's declarative configuration tools, such as Process Builder, App Builder, and more detailed below.

Technical Highlights:	Salesforce Config/Customization tools supported:
Native to Salesforce – no relying on real time data integration	Lightning App Builder (Record Pages)
All data stored in Salesforce: securely and structured to maximize workflow & reporting	Salesforce Shield Encryption Support
Respects native customer-controlled SF Security	Experience Cloud
Exceptional performance: <1-2sec screen load times	Workflow Rules & Process Builder
Seamlessly integrate with Health Cloud standard objects	Lightning Flow
Complex Filtering Rules (LOB, State, Demographics, etc.)	OmniStudio
CareIQ objects are API-enabled	Letter/Doc Generation
Configurable Assessment Scoring Models	Security Rules
Complex Branching logic – Questions, relevant assessments	SOAP/Rest API & ETLs
Combine 3rd Party (MCG, InterQual) with custom & state-specific content	Shield Encryption
Version Control	Health Cloud Care Plan & SDoH Data Model
Leverages Big Objects to control data storage volume	APEX Triggers
Content Mastering & version control standardizes data integrity	Reports/Dashboards
Robust Error handling – self-diagnose config issues & drive proactive Admin workflow	TableauCRM
Flexible UI control – add sidebars, etc.	Salesforce/Heroku Connect
Auto-save every input	Communication Channels – Email, SMS, etc.
Content Deployment Tools (Spr22)	Map data to/from Health Cloud objects (Spr22)