

:: Synergy Connect™

Synergy targets clinically complex, chronically ill members who struggle with psychosocial issues that lead to avoidable utilization and disproportionate costs. Because of their complexity, these members require a multi-disciplinary approach and collaboration across the care community to positively impact health status, improve outcomes and facilitate change. **Synergy Connect** “turbocharges” existing resources – health management services, providers, community organizations – making them more effective in managing member risk and ensuring the right, quality care. Synergy Connect integrates the clinical approach and enables health plans to more successfully reach and empower members.

Synergy Connect goes above and beyond traditional program engagement strategies. Through partnerships with our health plan clients and the provider community, Synergy Connect aggressively seeks to reach members who are otherwise unreachable through customary channels. Through Outreach and Care Coordination, Synergy Connect “plugs in” to the care community to streamline and integrate care management.

Outreach Coordination

Community-based Synergy Outreach Coordinators interface locally with members, providers, health plan and community organizations to drive member participation, clinical guidance on program strategies and collaboration between the health plan and Synergy team members. Outreach Coordinators are experts in social and behavioral sciences.



Care Coordination

Through Care Coordination, Outreach Coordinators work in the field to develop relationships with a variety of community programs and resources to close care gaps, empower members to better health and ensure appropriate resources are made available to the member.

Outreach Coordination

- ◇ Local Outreach
 - Find and engage the most challenging-to-reach members and provide personalized follow-up to ensure quality care
- ◇ Community Relations
 - Identify and develop closer ties with local community-based resources and networks that service your members
- ◇ Provider Relations
 - Collaborate with the providers in your network to refer new members to Synergy and follow-up on their prescribed care treatment plans

Care Coordination

- ◇ Clinical Collaboration
 - Collaboratively align Synergy Connect and other available community and health plan service areas to ensure unified and effective care plans are established for selected complex members with unique clinical needs
- ◇ Referral Management
 - Establish flexible referral mechanisms with health plans to promote the coordination of all available health care resources
 - Identify specific referral needs and assist members with accessing them through customized processes