RELTIO

Reltio for Healthcare Organizations

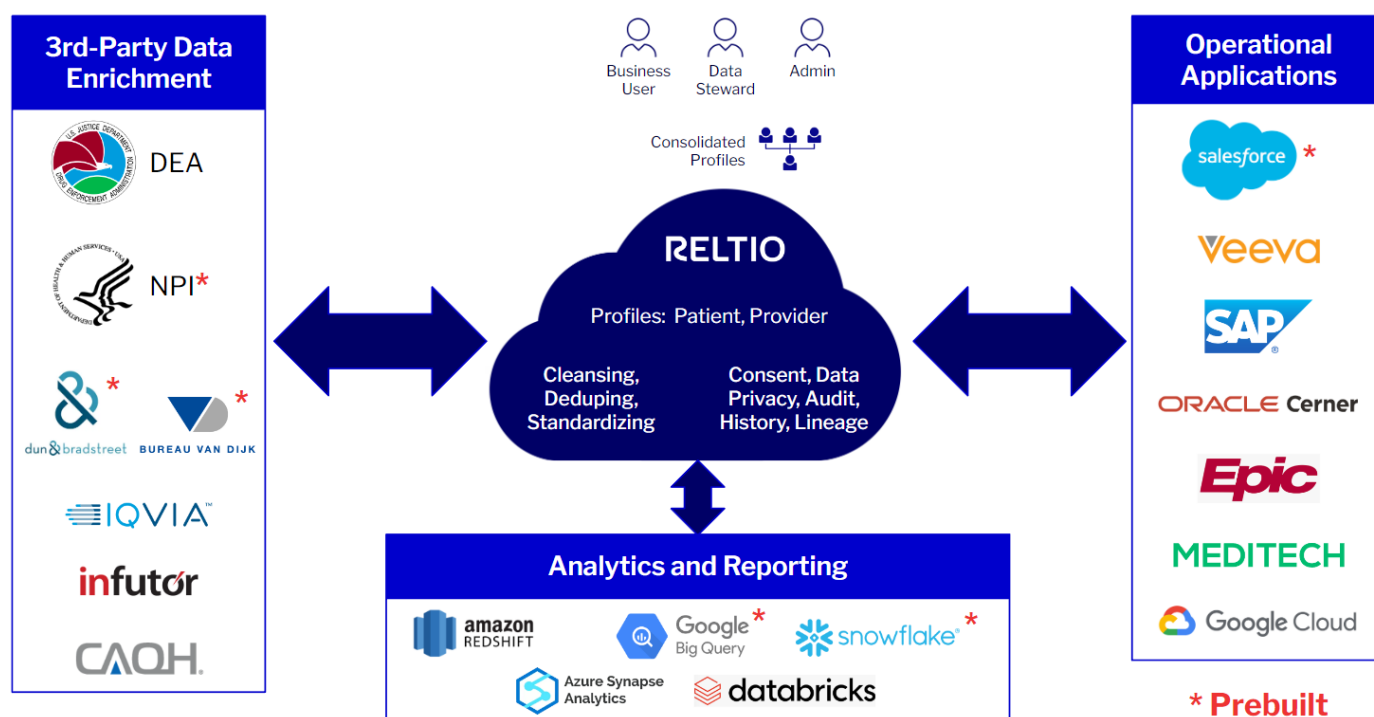## Trusted data helps providers focus on patient-centered care

Healthcare providers need to expand digital health, provide value-based care, and deliver great patient outcomes, while simultaneously increasing their efficiency and agility. Instead, despite significant IT investments, they end up with inconsistent digital experiences for patients, inefficient business processes, and limited, unreliable insights into cost and quality performance of value-based care programs. The main culprit is fragmented, poor-quality, and outdated data. You need a trusted, timely data foundation to drive actionable insights for improved care outcomes, enhanced patient and provider experiences, and streamlined processes.

Reltio Connected Data Platform, our first-of-its-kind, cloud-native SaaS master data management (MDM) platform, unifies multisource data, cleanses, and enriches it to provide a trusted source of information for your operational and analytical systems. As part of the core platform, our Reltio for Healthcare velocity pack includes an out-of-the-box, industry-specific data model and configurations so you can speed your time to value. We enable data enrichment with built-in integration to the NPI data service. And our API-led connectivity and no-code/low-code integration development environment enable you to use third-party data sets such as IQVIA and integrate with a variety of applications.

In short, we deliver timely, trusted data so you can focus on what you do best—patient-centered care.

Reltio for Healthcare reference architecture

Patients come first

Your patients choose you primarily for the quality of care and fast positive outcomes they expect. We provide your operational and analytics systems with trusted data in real time, giving you comprehensive data about patients—primary insured and covered dependents in the household—and related health plan, test results, appointments, and more. This comprehensive, clean, timely data allows your providers to make the right treatment decisions and not waste time due to data issues. Also, trusted data enables trusted insights from your analytics environments. All leading to better health outcomes.

When a patient contacts your organization—whether it's for an appointment, medical information, or a billing question—they expect an accurate, fast response. Using accurate, complete data across all patient- and provider-facing systems enables them to get the information they need on any channel when they need it.

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Emerging care models

With value-based models, your professional fees are tied to the quality of care delivered—not the number of services you provide, encouraging efficiency and effectiveness. You may need to upgrade your IT systems to better engage patients, gather additional patient data, and calculate accurate metrics to demonstrate improved care quality and outcomes to healthcare payers to ensure appropriate payments.

Reltio for Healthcare enables a comprehensive 360-degree patient profile that includes related providers, transactions, and interactions. By powering advanced analytics with accurate data, you can provide healthcare based on innovative care models and proactively help your patients realize better outcomes. Not only is a healthier patient good news by itself, but it also means lower healthcare costs and better use of limited health resources.

Improved physician engagement

Positive physician engagement plays a large role in patient care quality, cost management, lower claims errors, and more. Poor data quality slows down a physician's ability to access patients and causes frustration. Inaccurate, inconsistent data in provider-facing systems hinders collaboration across care teams leading to preventable patient harm and staff fatigue.

Our platform—with an easy-to-use, contextual user interface—makes trusted data available to physicians, care team members, and the administration team in real time. High-quality data streamlines physician credentialing, onboarding, and access provisioning processes, enabling easy and effective engagement for better care. And with continuous, automated data quality, you can be sure it's data they can count on.

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Accurate provider data management

Our platform connects customer data from multiple internal and external sources to create complete provider and organization profiles. It uncovers relationships between healthcare providers and organizations, locations, health plans, activities, and transactions.

This enables you to use an accurate provider data repository to fuel customer-facing systems such as a customer portal, website, and call center. With current information on physician and care team expertise, healthcare network status, location, and ability to take new patients, your patients can often find referrals to other providers within your organization. Not only does this make it easier for patients to find qualified providers, but it also helps you avoid referral leakage. All leading to improved operational efficiencies and better patient experience.

"An estimated 40 percent of healthcare provider records have
missing or outdated information."

— LexisNexis Risk Solutions, "The Importance of Accurate Provider Data"

Streamlined operational processes

Many healthcare providers are experiencing financial challenges including higher costs and lower profit margins. In fact, a recent special bulletin by the American Hospital Association indicates "more than half of hospitals operating in the red." As a result, healthcare providers are focusing on how to deliver better outcomes while optimizing processes and lowering costs.

With Reltio for Healthcare, timely, high-quality data fuels your operational and analytical systems, so you can:

- Gain operational insights into payer, provider, and hospital performance, and spend management

- Improve operational interactions with payers, resulting in fewer denied claims

- Accurately manage operational metrics such as staffing ratios, case length, and readmissions

- Enable emerging care models with accurate metrics on patient outcomes and costs

- Leverage newer technologies like AI to make care delivery more effective and efficient

- Reduce time spent on reconciling data and fixing errors

Benefits

- Improve patient and physician engagement

- Enable adoption of emerging care models

- Optimize operations including referrals, payer interactions, staffing

- Increase productivity, collaboration, and efficiency

- Activate operational metrics with clean, trusted data

- Simplify compliance with data privacy and other regulations

- Achieve fast time to value with industry-specific solution

Optimizing your operational processes helps you drive better performance—and better patient care.

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Simplifying compliance

We take cloud security and data privacy seriously. Our robust, cloud-native solution is HIPAA-compliant and HITRUST-certified, so you know the privacy, security, and integrity of your protected health information (PHI) is assured.

We also protect personally identifiable information (PII) and sensitive PII to enable compliance with GDPR, CCPA, and other data privacy regulations. Our solution captures and maintains consumer consent and preferences, and shares them across connected systems. So when consent is changed or withdrawn, access to that data can be immediately revised across the enterprise.

We simplify reporting to regulators with high-quality data and supporting history, audit trails, and data lineage. Making it easier to comply with regulations, earn patient and provider trust, and avoid regulatory sanctions.

Capabilities

- Unified, cleansed single source of truth from multisource data
- Robust, scalable, cloud-native, SaaS solution
- HIPAA-compliant and HITRUST-certified
- Prebuilt data model, configuration, and integration with NPI for data enrichment
- Rapid integration development using no-code/low-code environment
- Continuous, automated data quality management

We help you improve the patient and provider experience—and deliver better healthcare outcomes—with innovative value care models, streamlined processes, and simplified compliance. Let us help with the data so you can focus on delivering excellent patient care.