



DATA-DRIVEN HEALTHCARE: HOW SMART REPORTING TRANSFORMS MEMBER OUTCOMES

Effective medical management reporting is crucial for member engagement, member satisfaction, and vendor oversight. This resource explores key metrics, industry benchmarks, and best practices to ensure your reporting delivers real value.

The Role of Medical Management Reporting



Enables data-driven decisions



Enhances member satisfaction



Supports vendor performance oversight



Improves operations

The Current Landscape

Benefit leaders don't know what metrics are important to look at (or don't know what they should be expecting) as:

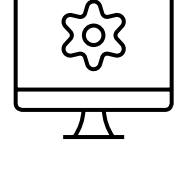
84%

of HR and benefits leaders report high satisfaction with reporting.

<50%

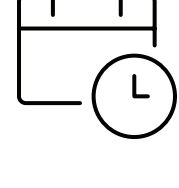
receive the full scope of necessary data.

Utilization Management (UM) Metrics to Watch



APPROVAL & DENIAL RATES

Are authorizations efficient?



TURNAROUND TIMES

Is care being delayed?



REFERRALS TO CASE MANAGEMENT

Are high-cost members supported?

The Impact of Timely Authorizations

72

hours for urgent requests

14

days for routine requests

15-30

days for post-service requests



Faster authorizations = Better patient outcomes

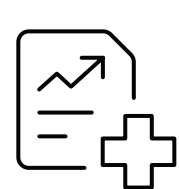
Care Management Reporting: What to Track



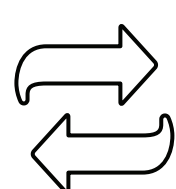
Member Engagement & Satisfaction



Cost Savings & ROI



Clinical & Behavioral Outcomes



Referrals & Coordination Across Programs

Regular Reports From Your Vendor Should:



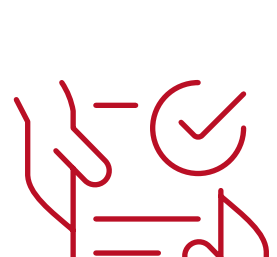
Ensure alignment with goals



Provide Benchmarks against industry standards



Deliver transparency on performance



Conifer Health can help

Comprehensive and actionable medical management reporting is essential for overseeing your benefit program. Conifer Health Solutions provides industry-leading expertise in utilization and care management with comprehensive and transparent reporting on it is supports its clients' members.

YOU CARE FOR PATIENTS.
WE CARE FOR YOUR BUSINESS.