fractal

Fractal Health Triage

Provide payers with comprehensive members' health views that enable proactive and preventive care at scale.

What is Triage?

Triage is a solution that helps payers and providers transition from reactive care to proactive and preventive care for their members.

It enables coordinated and integrated care delivery at scale, leveraging insights from multiple data sources and predictive models, and providing feedback loops to the care team and the member.

To achieve this, it first harmonizes member data to create a comprehensive member profile.

It then leverages AI to identify members, prioritize, personalize, and manage interventions that can improve members' health outcomes while optimizing utilization.

Finally, it integrates seamlessly with the care management platform to help care managers orchestrate the right actions and document feedback.

Personalized
Best services combination for an individual. Tailored care plan as per treatment protocols.

Proactive
Enable care teams to proactively reach out to the high-risk members in time and intervene before their health issues escalate.

Predictive
Predict a member's negative health event well in advance, based on past behavior and health conditions.

Preventive
Target efforts to prevent a predicted adverse health event.

Why Triage?

Harmonized data

Various data silos about members' health, demographics, financial, and social data make it hard for payers to get a comprehensive and up-to-date view of member health.

Triage harmonizes and integrates disparate data sources to build a comprehensive view of members.

Integrated end-to-end solution

Payers often have no integrated solution to identify the most complex and higher-cost members most likely to benefit from custom outreach and care management.

Triage's end-to-end solution integrates an exhaustive suite of predictive models to identify members-at-health risk. It then helps prioritize, personalize, and manage interventions towards them by human agents.

Multi-factor predictive models

In most cases, the predictions of members-at-health-risk models aren't consolidated to help build a single prediction. This makes it difficult for payers to address the at-risk members.

Prioritization scores are assigned to members based on their health risk, impactability, and engagement feasibility. This can help care managers reach out to the sickest members seeking help.

GenAI powered insights

Navigating multiple screens to identify high-risk members or gather specific member insights can be time-consuming for care managers.

Triage simplifies this process with GenAI, allowing users to ask questions and get instant, actionable insights. Whether it's understanding a member's health or identifying high-risk individuals, users can access the information they need in seconds.

Fractal Health Triage functional modules

Stratification
Segments member population into different risk cohorts based on their clinical conditions.

Identification
Predictive models, clinical triggers, and data-driven triggers identify members-at-risk who are likely to have a health event or need an intervention.

Prioritization
Ranks members and the interventions based on their urgency, impact, and feasibility.

Personalization
Tailors the outreach strategy and the messaging for each member based on their preferences, demographics, and social factors.

Roster and monitor
Integrates the insights from the previous modules into the care management platform and enables care team to reach out to members, monitor their progress, and provide feedback.

Get started with a Fractal Health Triage MVP 10 to 12 weeks implementation

For an initial minimum viable product (MVP) project, the Fractal team will customize and deploy Triage within a limited scope:

- One line of business: Medicare, Medicaid, or commercial,
- One member cohort: Multiple chronic conditions or chronic complex,
- One predictive mode: Avoidable inpatient admissions in next 6 months.

To achieve this the project assumes that there is an existing members profiles database. Those profiles should contain at least 75% of the required features, requiring only limited solution-related profile enhancements.

Also, some base conditions codes and definitions, such as chronic conditions tagging, should exist to help define the target cohorts.

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Why Fractal?

A data, ML, and AI specialist for 25 years, Fractal is a recognized Microsoft Solution Partner with the expertise to support you throughout your data and AI transformation journey.

Depending on your use case or situation, your Triage project through Fractal might be eligible for Microsoft funding.