

# The Precision Approach to Care Gap Closure

Close gaps early, strengthen performance



Every missed care gap is a missed chance to improve outcomes, boost quality scores, and reduce total cost of care. For ACOs and providers, closing care gaps means more than compliance—it's about proactive care, better patient engagement, and driving performance and delivering clinical excellence.

## The 5 Pillars of Care Gap Closure

How we deliver a high performance strategy.

1

### Real-Time Analytics

Identify gaps and prior/current year exclusions and monitor patient metrics.

2

### Provider Engagement

Provide pre-appointment planning and education on medication alternatives.

3

### Care Delivery

Deploy eConsults, telehealth, and in-person appointments.

4

### Coding & Pharmacy Outreach

Document exclusions and confirm that prescriptions are filled.

5

### Care Coordination

Communicate with PCP and support team and manage appointment reminders.

## Our Solution

We don't just close care gaps, we move the needle on performance, outcomes and value-based care success.



Identify at-risk patients and underperforming providers.



Review past performance.



Intervene with care coordination and virtual consults.



Monitor care and pharmacy activity in real time.



Improve HEDIS performance and patient outcomes.

# Care Gap Closure in Action

Choose the right tool for each gap and patient.



## Pre-Appointment Guidance

Ensures specialist advice is available to the PCP and allows the PCP to focus on the patient's concerns and education.

### Best for:

- Medication recommendations
- Patient education
- Long-term patient benefits



## eConsults

Allows specialist to provide more details advice and answer PCP questions remotely.

### Best for:

- Medication questions
- Alternative treatments
- Symptom management



## Video Consults

Reduces time to gap closure by providing faster, remote access to specialist advice without the need to wait for an in-person appointment.

### Best for:

- Patient education
- Objection handling



## In-Person

In-person appointments are reserved for clinically necessary cases and overcoming significant patient objections.

### Best for:

- Failed virtual attempts
- Ongoing patient objections

## Performance Oversight

The value of data

### 1. Utilization Monitoring

Track referral patterns and eConsult adoption by provider, clinic, or region.

### 2. Quality Assurance

Review clinical documentation and outcomes for accuracy and appropriateness.

### 3. Monitor Patient Compliance

Deliver actionable insights tied to gap, turnaround time, and PCP engagement (HEDIS and STAR metrics).

### 4. Continuous Optimization

Identify Barriers, surface best practices, and support provider coaching.

### 5. Track Performance

Provide leadership with real-time visibility into program performance and ROI.

