



CLINICAL TRANSFORMATION SOLUTIONS

Care Management & Utilization Management

Our Point of View

Managing clinical care and associated costs across the continuum requires moving patients through the healthcare system with high quality, efficient care. To best manage high risk, value-based patients, coordinated care begins with the primary care physician in partnership with ambulatory care management.

An inpatient stay is best managed with leading practices in both case management and utilization management. Through effective management of the acute stay and access to appropriate post-acute care (PAC) services, care progression is tightly managed to optimize length of stay (LOS) and avoid excess days.

Organizations can no longer approach healthcare in silos, regardless of reimbursement models. Key drivers for driving quality and value include:



Ambulatory Care Management

- Population Health & Disease Management
- Transitions of Care
- Complex Care Management
- HEDIS Measures Improvement
- NCQA Accreditation Planning & Audit
- Social Determinants of Health (SDoH) & Wellness Promotion
- Prescription Adherence
- Provider Access Improvement & Coordination



Care Management & Utilization Management

- O:E LOS & Bed Status Improvement
- Throughput & Backfill Capacity Improvement
- Skilled Nursing Facility & Home Health Network & Utilization
- Avoidable Inpatient & ED Utilization
- Provider Access Improvement
- Denials Management

Our Solutions

Guidehouse's care and utilization management services help providers design, build, implement, and optimize programs.

Our team includes physicians, mid-levels, nurses, social workers, therapists, and pharmacists with broad health system, post-acute care, payer, and retail provider experience. Guidehouse experts apply leading practices to evaluate and develop processes, staffing, technology, and dashboards to ensure sustainable gains.



Ambulatory & Payer Care Management:

We impact the cost of care through programs for ED utilization, care transitions/ coordination, and chronic condition management. We ensure alignment with HEDIS measure improvement, and NCQA accreditation.

**Payer Utilization Management:**

Developing best-in-class programs for denial rates, IT-enabled automated authorization processes, provider access and engagement, and NCQA accreditation planning and audit.

**Hospital Utilization Review:**

We maximize your management of government and commercial payment programs with guidance related to regulatory requirements, increasing bed capacity, managing LOS, and optimizing reimbursement.

**Hospital Case Management:**

Understanding of excess days drivers and what operational processes make a sizable impact, recognizing the importance of SDoH.

Our Impact

Payer Utilization Management

Saves Millions per Month:

A large Northeast payer with over 800,000 members consulted with Guidehouse to sharpen utilization management processes from intake to determination. After building new workflows, staffing models, and medical necessity review rigor, the payer consistently reduced cost of care by \$5M to \$6M a month.

Hospital Case & Utilization Management

Reduces LOS:

A mid-size health system sought Guidehouse to address excess days, high observed to expected (O:E) LOS, and sluggish discharge planning. By improving throughput and capacity management for operational and financial efficiency, the organization's O:E LOS dropped to 1.06 days.

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About Guidehouse Health

Guidehouse is a leading global provider of consulting services to the public sector and commercial markets with 16,000 professionals providing broad capabilities in management, technology, and risk. The company's Health segment integrates consulting and outsourcing expertise to help hospitals and health systems, government agencies, life sciences and retail companies, payers, and other organizations deliver innovative services to their communities. With 12 KLAS #1 rankings, Guidehouse was ranked 2022's second largest healthcare consulting firm by Modern Healthcare. Visit the [Guidehouse Center for Health Insights](#) for healthcare payment, operational, and consumer disruption insights and solutions.