

Connect your members to care management—in one step—with Care Connector™

Deliver health coaching directly from your care management platform



? 90 million
US adults have difficulty understanding health information¹

Low health literacy costs the US health care system up to

\$ 73 billion
annually²

Extend and reinforce your members' care management and guidance seamlessly with Krames Care Connector™. Maximize your time with rising and high-risk members with delivery of Krames' unrivaled scope of evidence-based, clinically reviewed, updated, and fully personalized health education materials directly from your care management platform.

Easily choose the right education from within your care management platform

Care Connector makes it even easier for care managers to access, organize, and send engaging and clinically accurate materials to members needing support and guidance in their health journey. In a few clicks, you can prepare for member coaching, conduct your session, then send information which is fully recorded in the member profile for follow up.

- Review your member's profile in advance, including member ID, contact information, health summary, care plan, and notes
- Organize and choose recommended health content by condition
- Discuss the information with the member during coaching, including viewing videos
- Send member information as preferred: via member portal, email, or print fulfillment
- Choices and information sent are automatically recorded as part of the member profile, along with care manager notes

Unrivaled resources at your fingertips

Select from over 18,000 Krames plain language, culturally appropriate health education materials in the digital, print, online, and video formats that members prefer: HealthSheets that clarify complex conditions, including the 'Easier to Understand' and Image Only collections, Medication Sheets, and over 1,500 videos. All materials are available in English and Spanish, with hundreds of topics in up to 15 languages.

Improve and simplify workflows

Care Connector's intuitive interface requires little or no training. It expands the capabilities of your care management platform and member profiles. And customization is easy—not only for the member, but also for care managers and departments, to organize favorites and most frequently used materials into condition and plan-specific folders for easy access.

Positively impact health outcomes—and plan scores

Care Connector assists care managers in an essential task—improving health literacy. Coaching plus educational materials reinforce and empower members to make better health decisions and follow their care plans. These build member trust, satisfaction, and can result in better health outcomes.

For your plan, health literacy and member satisfaction are key to improving risk adjustment factor (RAF) scores and Federal plan reimbursement, as well as HEDIS quality measures and CAHPS member satisfaction scores that support NCQA accreditation plus higher CMS Star ratings.

How Care Connector works

Learn more about Krames Care Connector and our complete suite of care management and member wellness programs at krames.com/health-plans. Contact us by clicking "Get In Touch".



From discovery to recovery, Krames is here to activate health with empowering content, engaging education and marketing, and intelligent, integrated clinical workflow solutions. Visit krames.com to learn more.

References

- ¹ Institute of Medicine of the National Academies <https://www.nationalacademies.org/news/2004/04/90-million-americans-are-burdened-with-inadequate-health-literacy-iom-report-calls-for-national-effort-to-improve-health-literacy#>.
² National Institutes of Health-The Permanente Journal Perm J. 2008 Summer; 12(3): 67–69. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3037129/>