

Powering the Future
of Healthcare ▶

 **CitiusTech**

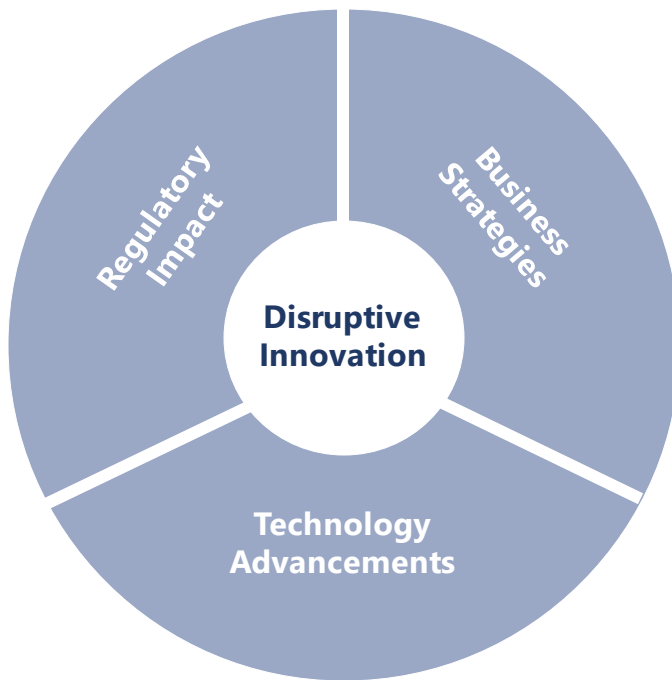
Driving Disruptive Innovation Through Coordinated Quality Convergence



www.citiustech.com

Enterprise Quality Management: The Next Decade

CitiusTech believes that a coordinated convergence of multiple regulatory, business & technology trends is driving disruption and innovation in health plan quality programs



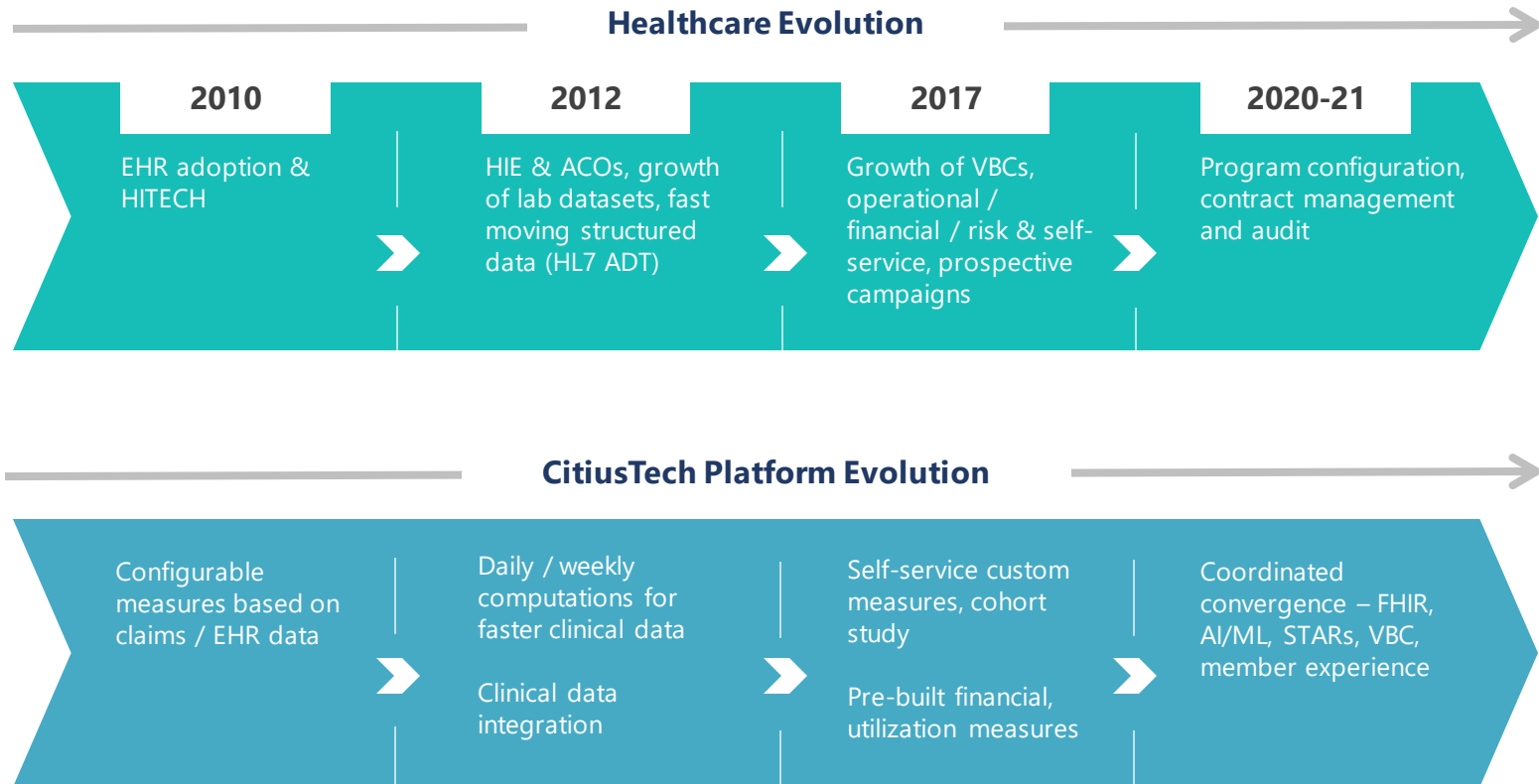
Effectively managing numerous overlapping regulatory requirements across national and regional programs requires healthcare organizations to align technology investments to long-term business goals.

Convergence of the following three factors is driving disruptive innovation across the healthcare ecosystem:

- ▶ Regulatory Impact driving **coordinated planning** across various programs HEDIS, Star Value-based, CMS IPA etc.
- ▶ **Coordinated business strategies** to drive unified member experience, vertical integration of payer cross-functions
- ▶ **Coordinated technology investments** for driving efficiency, transparency and automation across the quality value chain

CitiusTech Pioneering Key Healthcare Initiatives: One Step Ahead

CitiusTech has consistently innovated to help healthcare organizations stay one step ahead of industry changes



Convergence of Innovation Platforms to Drive Current Business Needs

CitiusTech identifies the 4 primary innovation areas as key converging trends and Health Plans would be best placed to stay on the right side of change

Member Experience Shift (2X → 4X)

4X weighted member satisfaction, star measures driving centralized experience management & behavioral studies

Vertically Integrated Programs

Vertical integration of key payer functions to deliver a variety of programs – HEDIS, stars, risk, value based, narrow networks & provider intimacy

Payer – Provider Interoperability

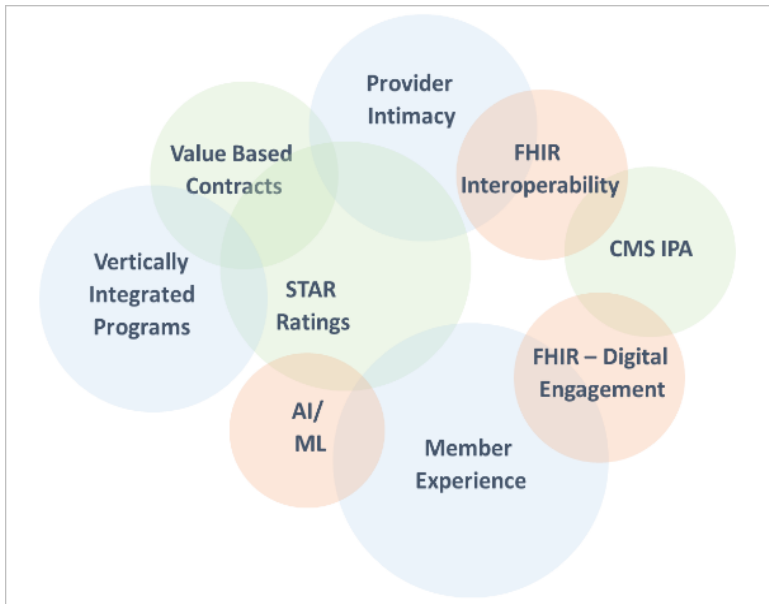
Near real-time supplemental data acquisition from providers with bi-directional alerts & data exchange using FHIR within provider workflows

AI/ML Enabled Solutions

Integration of modern data sources like SDoH, surveys, etc. with member clinical history for segmentation, prioritization & customized outreach

CitiusTech: Quality Management – Innovation Cluster

CitiusTech focuses on delivering disruptive quality innovations through alignment of technology and business strategies to meet performance improvement needs



CitiusTech's focus on next generation quality improvement is driven by interoperability enablement, real-time processing, modernized core systems, prescriptive interventions and digital augmentation, to enable coordinated business operations.

- ▶ **Vertically Integrated solutions** across VBC, population health, quality, care gaps for provider performance
- ▶ **Enablement of AI/ML driven strategies** for improved scores and members engagement
- ▶ **Leveraging centralized analytics** to review VBC contracts for improving STAR Ratings



CitiusTech's Quality solutions have been designed to enable high value business outcomes through the coordinated convergence of insightful business decisions and highly efficient business operations

CitiusTech: Quality and Provider Performance Solutions

Comprehensive capabilities across platforms, technology & consulting services to drive enhanced quality & provider performance

Enterprise Data Strategy

FAST+: Next-Gen Interoperability (FHIR)

Enterprise FHIR enablement and interoperability, CMS IPA Rule compliance and beyond

H-Scale: Healthcare Data Accelerators

End-to-end platform for data pipeline, ingestion, governance, storage and analytics collaboration

Additional Services

Clinical data integration for optimal supplemental data gap closure

Data strategy & management for quality processing

Consulting services for quality improvement

Enterprise BI and analytics for QM collaboration

AI/ML custom models for 'gaps in care' segmentation & targeting

Enterprise Quality Analytics & Provider Performance

BI-Clinical: Healthcare BI & Analytics platform

Clinical measure library, rules management, performance audit for cohort studies

SCORE+: HEDIS / Quality Management Platform

End-to-end platform for quality along with medical record review workflow

PERFORM+: Value-Based Contract Management

End-to-end platform for enterprise value-based program, analytics and engagement workflow

SDE: AI/ ML Quality Library

AI driven Stars improvement platform with guided path to next higher Star score

About CitiusTech

CitiusTech (www.citiustech.com) is a leading provider of healthcare technology services, solutions and platforms to over 130 organizations across the payer, provider, medical technology and life sciences markets. With over 5,000 technology professionals worldwide, CitiusTech powers healthcare digital transformation through next-generation technologies, solutions and accelerators. Key focus areas include healthcare interoperability & data management, quality & performance analytics, value-based care, omni-channel member experience, connected health, virtual care coordination & delivery, personalized medicine and population health management.

CitiusTech has two subsidiaries, FluidEdge Consulting (www.fluidedgeconsulting.com) and SDLC Partners (www.sdldapartners.com), with deep expertise in healthcare consulting and payer technologies, respectively. CitiusTech's cutting-edge technology expertise, deep healthcare domain expertise and a strong focus on digital transformation enables healthcare organizations to reinvent themselves to deliver better outcomes, accelerate growth, drive efficiencies, and ultimately make a meaningful impact to patients.

130+
healthcare clients

\$300M+
worldwide revenue

5,000+
healthcare IT professionals

40M+
lives touched

80+
NPS - highest in the industry!

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