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MONROE PLAN USES INSIGNIA HEALTH'S PATIENT ACTIVATION MEASURE[®] WITHIN CASETRAKKER[®] TO IMPROVE MEMBER CARE COORDINATION

Case Managers at Monroe Plan use the Patient Activation Measure within CaseTrakker Dynamo to build effective personal care plans for members and improve operational efficiency

Pittsford, N.Y., Roseville, Cal. and Portland, Ore.— Health plans, hospital systems and health service organizations, like Monroe Plan in upstate New York, use CaseTrakker's web-based software to automate all aspects of their care management activities.

CaseTrakker is unique in the industry because it provides a solid infrastructure for all care coordination efforts, but accommodates company specific terminology and data requirements in addition to providing the ability to integrate specialized tools, such as Insignia Health's Patient Activation Measure (PAM[®]) assessment. This combination provides seamless access to actionable information, along with tools to manage care more effectively and efficiently. CaseTrakker uses automation to report PAM results (activation score and level) automatically and instantaneously and generate care plans that are developed to serve individuals more effectively.

The flexible design of CaseTrakker allows case managers at Monroe Plan to focus on goals and action steps that are appropriate given a member's level of activation.

“On a clinical level, having PAM built into our assessment allows case managers to develop person-centered plans that are actionable and attainable,” said Mary Jo Muscolino, Manager of Case Manager Services at Monroe Plan for Medical Care. “On a quality level, we use PAM to measure effectiveness of our case management work both on a department and on an individual basis. CaseTrakker supports this work with the integration of PAM into our electronic record and making the planning and measurement seamless for both clinical and quality staff.”

Monroe Plan has tracked and measured the outcomes of their case management participants and has noted that > 60% of the individuals who successfully completed the Case Management Program have shown an

increase in their PAM scores. This translates into a more activated individual who self manages their health care including preventive care visits, chronic condition self efficacy/advocacy and appropriate use of acute services.

CaseTrakker Dynamo is a software application that supports medical management operations, including utilization management, case management, disease management, provider management, member services and pharmacy services. More than 70 organizations across the country use CaseTrakker Dynamo.

A person's level of activation, as revealed by PAM, has proven to be one of the strongest predictors of health behavior and outcomes. A PAM score acts as a filter to allow health coaches and care providers to focus resources more effectively on lower-activated individuals given their high risk for costly utilization and poor health outcomes. Higher-activated individuals, given their stronger self-management abilities, are less likely to use costly healthcare services.

CaseTrakker also maintains historical PAM data so that individual and aggregate progress can be analyzed and reported over time to measure the impact of personal care plans and group programs.

"I am impressed with the unparalleled benefits that companies and their members experience when using PAM," said Michael Simpson, founder and CEO of CaseTrakker Software. "As such, the CaseTrakker Software team is excited to offer Monroe Plan and other Dynamo customers this proven tool to further automate and customize care coordination efforts. Partnering with Insignia Health to integrate PAM into CaseTrakker's care management solutions creates efficiencies that benefit health plans and their members."

"Monroe Plan's implementation of CaseTrakker Dynamo is a terrific example of how case management software can use PAM to guide the more efficient and effective use of resources," said Chris Delaney, founder and CEO of Insignia Health. "Monroe Plan is providing their frontline case management professionals with powerful tools to recognize a person's self-management ability and go beyond simply pushing the same guideline behavior goals for all."

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Insignia Health specializes in helping hospitals, health plans, pharmaceutical firms and other health care organizations assess an individual's activation level and develop strategies to effectively use healthcare services and resources. Insignia Health applies its proprietary family of health activation assessments to measure each individual's self-management competencies. The Patient Activation Measure® and a decade of health activation research form the cornerstone of a complementary suite of Insignia solutions, which have proven to help clinicians, coaches and healthcare organizations improve outcomes and lower costs. More information can be found at www.insigniahealth.com or by writing to info@insigniahealth.com.

CaseTrakker allows health care organizations to successfully manage member care through collaboration with providers, payors, referral agencies, and facilities. Its solutions incorporate extensive automation capabilities with highly efficient tools to help make these partnerships graceful throughout the entire continuum of care and across all touch points. CaseTrakker continually strives to meet the current demands of the marketplace by offering a solid product that focuses on providing stability, quality and affordability to its ever-growing customer base. As a leading provider of care management software, we can guarantee that the dedication of our staff cannot be surpassed and the capabilities of the CaseTrakker solution will exceed your expectations. For more information, go to www.casetrakker.com or write to lisa@casetrakker.com.