

# High Tech. Right Touch.® | Best Practices in Quality Healthcare Navigation

## Best Practices Navigation Feature

## The ArmadaHealth Difference

HIGH TECH	
<b>Provider Quality Data Model</b> 360-Degree Data Model Designed to Codify Quality	We have developed the most comprehensive ontology to facilitate codifying physician quality. Multivariate predictive models leverage proprietary clinical insights to convert oceans of data from dozens of data sources into the most comprehensive definition of physician quality.
<b>Clinical Rules Defined By Experts</b> Provider Quality Measures Defined Across Spectrum of U.S. Medicine and Coverage	We have made substantial investments in Clinical Human Capital. Subject matter experts codify quality at the subspecialty-level. We incorporate evolving evidence-based standards in treatment appropriateness into our quality algorithms.
<b>Diagnosis and Procedure-Level Matching</b> ICD-10 and PCS Codes Measuring Experience Volumes	Our machine learning models that match patients with physicians are trained by expert healthcare navigators that access our database of all relevant physicians across the U.S. We leverage 90% of all commercial claims and CMS near real-time claims.
<b>Proprietary Mappings</b> Medical Conditions, Subspecialties and Physicians' Clinical Focus	We've created higher level "groupers", to map all conditions, unofficial subspecialties (e.g. Ophthalmology has 11), and Areas of Clinical Focus, that we've defined based on rules developed with experts in each specialty.
<b>Consumer Reputation</b> Feedback on Physician and Practice	Using sentiment analysis and NLP, online consumer reviews are synthesized into actionable intelligence about the physician and their practice.
<b>Automated Red Flag Filter</b>	We use all data sources available to screen physicians for red flags using technology including licensure, sanctions and criminality.
<b>Non-Clinical Matching</b>	Patient-physician matching also includes intrinsic attributes, leveraging our work based on personality matching and non-clinical criteria such as language, distance, veteran status, etc.
RIGHT TOUCH	
<b>Comprehensive Red Flag Screening</b> Conducted by Human(s)	Each recommended physician is reviewed thoroughly for excessive malpractice and recent impropriety each time they are recommended. We review legal cases, if necessary.
<b>Appointment Availability Confirmation</b>	We only recommend physicians who can see the patient in a timely manner, commensurate with the acuity of the condition.
<b>Insurance Coverage Confirmation</b>	Networks change frequently and doctors move offices without updating directories; we ensure the coverage is accepted and their address is up to date.
<b>Currently Practicing Confirmation</b>	Physicians may no longer be practicing or discontinue seeing patients with a specific condition. We ensure the physician is still in practice and the diagnosis/condition of the member continues to be within the physician's Area of Clinical Focus.
<b>Appointment Pre-requisite Confirmation</b>	We gather each physician's pre-requisites and relay the information in the physician recommendation package (PRP) that we deliver to the member, ensuring a productive visit.
<b>Clinical Navigation Oversight &amp; Support</b>	Our clinical navigators initiate phone calls, when necessary, to ensure accurate information is used to perform the navigation. A clinical navigator approves every PRP that we deliver to members.
<i>How Confident Are You About Your Member's Referrals?</i>	<i>Be 100% confident that ALL of your members have access to Quality-based Navigation Services.</i>

**Evidenced-Based. Objective. Accurate.**  
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