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## CAREADVANTAGE INVITED TO PARTICIPATE IN **URAC** ANNUAL MEETING

CareAdvantage, Inc. (CAI) was invited to participate, for the 2nd year, in URAC's 9th Annual Quality Summit and Exhibit, held October 14-16, 2008 in San Diego, California. The presentation titled, Case Management Workload Balancing: Quantitating the Difference, focused on understanding the elements important to determine case load by organization and how predictive models can assist in developing criteria and ongoing management of case loads.

Dr. William Vennart, MD, VP of Client Services and National Medical Director of CAI, discussed how a severity or burden of illness can impact the number of cases a case manager can manage at any given time. Factors such as burden of illness and opportunity scores that include gaps in compliance, utilization and disease complications can help steer case managers and their interventions. These factors can be used to measure and monitor case loads over time and allow a supervisor to equitably distribute cases. Using a combination of these important factors, each organization can develop their own standards for determining a case load standard, which will also follow the URAC standards. These techniques may be used for outcomes measurement, more efficient member management and development of case management specialists by disease.

### **About URAC**

URAC is an independent, nonprofit organization, and a well-known leader in promoting health care quality through its accreditation and certification programs. Through its broad-based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in establishing meaningful quality measures for the entire health care industry. Learn more by visiting URAC online at [www.urac.org](http://www.urac.org).

### **About CareAdvantage, Inc.**

CareAdvantage, Inc., founded in 1994, offers data analytics, healthcare management, information technology and consulting services to health plans, employers, organized labor, national consulting firms, hospital systems, providers, state and local governments and other purchaser groups. CAI's decision support tools (RPNavigator, RPN<sup>3</sup>), in concert with the underlying CRG classification methodology and RPN APR-DRGs from 3M Health Information Systems, may be used on an enterprise wide basis for various initiatives. RPNavigator uses data transparency to improve clients' decision making. RPNavigator allows clients to assess and analyze projected healthcare cost drivers, identify members at high-risk of incurring significant health care costs, and assess members and health care providers with aberrant utilization patterns and monitor quality performance. The CareAdvantage team consists of former health plan executives, senior medical directors, and care management operation directors, as well as, experts in clinical data analysis and information technology. Learn more by visiting CAI online at [www.careadvantage.com](http://www.careadvantage.com).

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