

## BACKGROUND

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In 2014, **NextLevel Health Partners** (NLHP) began to provide care management services to one of the most vulnerable and challenging Medicaid populations in the country including adults, families, seniors, and persons with disabilities living on the south and west sides of Chicago.

NLHP selected VirtualHealth to provide comprehensive care management, orchestration, coordination, to serve as their central data warehouse, and to provide interoperability with the Illinois Department of Health and Family Services (HFS).

## SOLUTIONS

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- 1 VH equipped NLHP's care team with full platform capabilities on mobile tablets enabling face-to-face interaction with members at their homes, providers' offices, hospitals, and various community-based locations such as homeless shelters, food banks and employment offices
- 2 VH provided NLHP supervisors with tools to report on population analytics, business intelligence, and workforce management
- 3 NLHP staff were able to conduct real time risk stratification through customized health risk assessments capturing medical conditions, behavior patterns, mental health and substance use issues and social determinants to track progress

## RESULTS

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**50%**

of NLHP's member population actively engaged



**833%**

growth beyond enrollment target within six months



**60,000+**

current members compared to 1,500 in 2014