

## Connect members to more than benefits. Connect them to stability.



Address needs  
beyond clinical  
care.



Social needs can affect whether members can access care, maintain coverage, and follow through on their care plans. Social Service+ helps plans identify those barriers, connect members to relevant community resources, such food pantries, senior case management agencies, subsidized transportation, and more.

### Don't Stop at the Referral, Close the Loop



#### Identify and Outreach

Target outreach to members who may be experiencing social and community needs.



#### Assess

Surface barriers related to transportation, housing, food insecurity, then connect members to resources matched to their specific needs.



#### Track

Support referral tracking and member follow up to enable loop closure activities by the health plan.



## Connected healthcare.

## Break down barriers to health with human-centered advocacy.

### Connecting Members to Real Support

Centauri helps members address the non-clinical barriers that drive missed care and coverage disruption with compassionate, needs-based support.

### Additional Member Support Capability for Health Plans

Centauri enables health plans to extend their member support capabilities beyond clinical care. They can:

- Gain visibility into barriers affecting member access and stability.
- Move from simple referral activity toward closed-loop resource navigation.
- Receive reporting that includes member level detail about identified needs and services referred within the local community.

#### Factors Impacting Health Outcomes

**10% – 20%**

Medical Care

**80% – 90%**

Drivers of Health (DOH)



### Built for Regulated, High-Stakes Programs

A HITRUST-certified, audit-ready solution, Centauri's Social Service+ program is flexible, scalable, and requires minimal administrative lift.



### Who We Serve

Medicaid managed care organizations, Medicare Advantage plans, and community-based organizations rely on Centauri to identify and address the social needs that affect member health, access, and coverage stability.

## Help make the connection.

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