

CENTAURI MEMBER INSIGHTS

ADDRESS YOUR MEMBERS' FINANCIAL, SOCIAL, AND CLINICAL NEEDS

Centauri's Member Insights provides health plan members with assistance at critical times in their care journey (initial eligibility, benefits renewal, elevated social needs). Our program facilitates compassionate, member-centered outreach paired with proprietary technology to support care coordination, benefits education, and engagement for the most vulnerable health plan populations—dual eligible members.

- Our comprehensive approach addresses members' financial, social, and clinical needs to reduce fall off rates, improve continuity of care, and maintain plan revenue.
- Member Insights actively monitors admission, discharge, and transfer (ADT) events our clients' members, ensuring that care management and care delivery teams have the real time information they need to proactively support member health and manage care transitions.
- We conduct regular and periodic outreach to ensure members obtain and retain dual eligibility benefits. Additionally, we utilize these engagement opportunities to capture information about their needs related to the Social Determinants of Health (SDOH) and identify resources to help address them.

Member Insights drives measurable results

Member Insights focuses on member satisfaction, retention, and annual re-enrollment activities.

Our clients have seen:

- 10% better retention rate for the members we work with vs. non-engaged members
- 8x increase in ROI
- 0.7% reduction in readmission rates resulting in 22,617 fewer admissions over 5 years

Contact us at 888.447.8908 or
info@centaurihs.com to learn more.

