

Casenet Awarded Best in KLAS for Care Management for 2nd Year in a Row

The 2018 Best in KLAS Award is based on the KLAS 2017 Care Management Software Solutions Performance Report which names top-performing healthcare IT and services companies based on customer interviews.

Casenet Initiatives Translate to “Best in KLAS”

Of all vendors, KLAS determined that Casenet is the most supportive of our customers’ goals and drives the necessary innovation to meet their changing needs. Specific areas of high-scoring evaluation include:

- ▶ **#1 Overall/Future:** Casenet stood out for both overall performance and meeting long-term client needs.
- ▶ **#1 Strategic Partner:** Casenet scored the highest for its clients’ commitment to keeping Casenet as part of their long-term plans.
- ▶ **#1 Outcomes:** Casenet scored the highest for driving tangible outcomes.
- ▶ **#2 Innovation:** Casenet scored at the top in the delivery of new technology to support population health initiatives.



Casenet Rapid Innovation Drives Satisfaction

KLAS Innovation Summary:

- ▶ “Casenet clients ... appreciate Casenet’s push to leverage as much of the solution’s available functionality as possible.”
- ▶ Casenet is “perceived to be **most innovative**...while others are mired in usability overhauls and bug fixes.”
- ▶ “Casenet customers report biannual enhancements, a long-term development road map, and the ability to move from an older version to a new one while skipping the releases in between.”

“We are getting a **wonderful outcome** from the TruCare system because of Casenet’s willingness to teach us behind the scenes how to get the data out of the system. That ability has been enhanced even more over the last year or so. . . With Casenet’s mentoring and coaching, we have had some great success.”

– Casenet Client
Senior Director

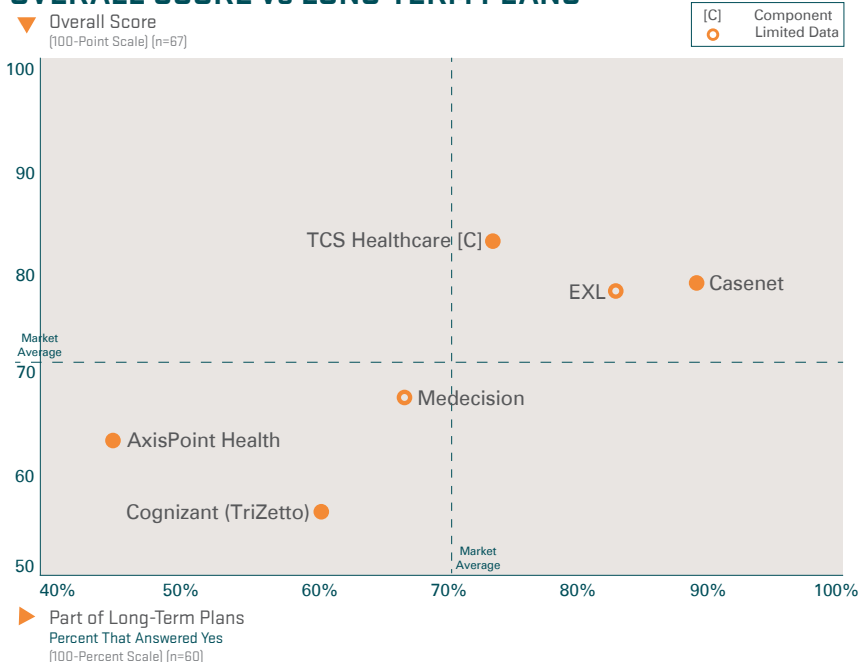
Casenet’s Proactive Customer-focus Drives Customer Success

KLAS Customer-focus Summary:

- ▶ “According to clients, Casenet has had the **greatest positive impact** when it comes to **supporting health plans’ work and outcomes**.”
- ▶ “Casenet TruCare customers are similarly enthusiastic about the frequency with which they are in contact with Casenet and the impact that relationship has on outcomes.”
- ▶ “Casenet ... use(s) customer feedback as the basis for the expansion of their technology.”

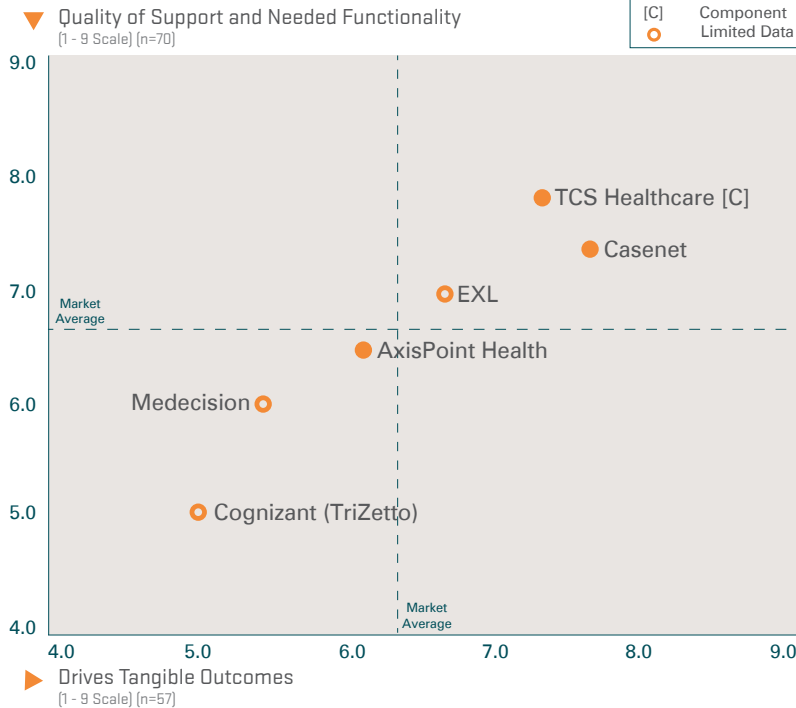
“They work very hard to produce a cutting-edge product for their customers. They do great work.”

OVERALL SCORE vs LONG-TERM PLANS



Casenet clients have long-term plans of engagement, including supporting additional members with TruCare, expanded use of the system, and additional implementation of the new TruCare ProAuth provider authorization utility. Client success has led to the highest retention rate in the KLAS research, as evidenced in the KLAS 2017 Report image above.

QUALITY OF SUPPORT AND NEEDED FUNCTIONALITY vs DRIVES TANGIBLE OUTCOMES



Casenet leads the industry in client outcomes propelled by a collaborative partnership approach and an aggressively developed product inspired by client input. KLAS 2017 Report image.

How do clients see Casenet innovating and delivering new technology?

Casenet provides an aggressive release schedule, new provider engagement tools, valuable partnership integrations, and client-driven enhancements.

- ▶ “They have an aggressive release schedule. When there is new technology on the horizon, we don’t have to wait a very long time for it.”
- ▶ “Casenet is ... offering links to third-party vendors to assist in analytics and real-time updates on members’ admissions and discharges. These things will allow hospitals to do better care coordination.”

How well does Casenet support clients’ work and goals to achieve outcomes?

Casenet’s partnership approach fosters collaborative and happy relationships with clients who feel Casenet understands their businesses, their needs and their vision for future product functionality.

- ▶ “We are very **tightly partnered** with Casenet. It feels as though they are an extended part of our team.”
- ▶ “We were probably leveraging just 30% of the capabilities of the product, but with their support, we are leveraging a lot more now. We will probably be using 90% of the functionality in the future.”
- ▶ “Casenet **really understands our business**; the people who have helped us implement the software have taken the time to really learn our organization and programs.”
- ▶ “Casenet’s performance has been pretty stable for the entire relationship. Driving outcomes is a key focus and area that Casenet is striving to improve with each update. **I would definitely recommend TruCare.**”

“The distinction for Casenet is that they work well with their customers and ensure that there is value in their product.”

How well does Casenet facilitate the ability to engage with provider organizations and/or other relevant stakeholders?

Casenet’s commitment to collaborative client success ensures the flexible TruCare platform facilitates meaningful connections between providers, key stakeholders and other business systems.

- ▶ “We are going through a Medicaid redesign that is syndicated by our state. We have been partnering with different provider groups because of the healthcare reform that is going on, and Casenet has been very willing to go to provider meetings and demonstrate the TruCare system.”
- ▶ “[The system] does help us engage with outside organizations that use our integration engine. Casenet is very good about that. They are very good about meeting with us and participating in our conversations; they are **very receptive to our needs**. Also, Casenet is relentless when it comes to getting things up and running. They do not delay.”
- ▶ “Casenet is strong at helping us engage with other groups.”

How meaningful is Casenet’s progress/push toward population health?

Casenet’s talented team and client-focused product development propels visionary population health management initiatives.

- ▶ “Casenet is driving toward population health right now. I have seen them evolve, and they are getting better.”
- ▶ “Casenet is definitely understanding the need for population health management. **They take client feedback into consideration** when planning new enhancements and upgrades.”

KLAS November 2017 Performance Report: Care Management Software Solutions. KLAS data and reports represent the combined opinions and experiences of actual people from payer customer organizations comparing how their vendors, products, and/or services perform when measured against participants’ objectives and expectations. For more information, visit <https://klasresearch.com/industry-reports>.

Contact Casenet to learn more about our award winning solutions and services. But don't just take our word for it, talk to our clients.