



Casenet Recognized as 2017 Best in KLAS for Care Management Solutions

Casenet Industry Momentum Supported by Client Feedback in
2016 KLAS Care Management Solution Vendor Report and as 2017 Best in KLAS Award Winner

The Challenge:

Amid industry changes to reimbursement and care models, health plans are switching their sights from traditional utilization and case management to member-centric care management, wellness and population health management. However, selecting a population health and care management vendor can be challenging.

The Solution:

Working with a solution partner that delivers a platform that meets both your organization's current and future needs and who also delivers on its promises is required for success. Casenet offers our clients a track record of trusted partnerships, financial viability, return on investment and on-time, on budget implementations.

Casenet clients experience successful implementations, upgrades and steady-state operations and are provided the opportunity to meet our team members, the unique and dedicated individuals who will work with their team on a daily basis to make them successful and who will grow to be part of their extended team.

The Proof Points:

The Casenet reputation for delighting clients is supported by several proof points:

1. recognized as **2017 Best in KLAS** for care management solutions winner,
2. measured by our own customer feedback survey which most recently resulted in a **93% customer satisfaction rating**,
3. demonstrated in the Casenet track record of **100% on-time, on-budget implementation delivery**, and
4. verified in Casenet's **outstanding results** in the October 2016 KLAS Care Management Software Solutions Performance Report.

According to the KLAS Care Management 2016 report, which reported on Casenet

client feedback, Casenet leads in helping customers consistently achieve the best results. Casenet clients report a decidedly positive organizational impact, highlighting Casenet's partnership approach and population health platform. Casenet's results overall were 'outstanding', and KLAS noted on the first line of the first page of the report that:

"Casenet ... stand(s) out for performance and impact."

"High-performing Casenet has the **highest percentage** of customers reporting that their vendor has a significant positive impact on their organization's care management efforts. Clients most often mention that the high usability of Casenet's solution, which handles traditional care management efforts such as utilization and disease management but is also seen as innovative for emerging care management needs. **Casenet is seen as providing strong visibility into the data, often resulting in actionable insights that drive both financial and clinical outcomes.**

A VP of medical operations explained the impact the Casenet system has had on her organization:

"TruCare has totally changed how we do things. We had a particular business segment that wasn't doing well for the first half of the year. We really wanted to hone in and focus on that segment. With TruCare, we are able to run reports that help us to understand what is driving some of the medical expense, what kinds of diagnoses those people have, how many of those members that are experiencing this very high expense trend are already engaged in care management, and whether we have been successful in reaching out to these members and performing interventions. We would not have been able to drill down into our data like that with our previous system."

KLAS Care Management Vendor report highlights:

#1 Impact

Casenet had the highest percentage of customers reporting that Casenet had a significant positive impact on their organization's care management efforts. Client quote: *"TruCare has totally changed how we do things."*

#2 Overall

Casenet is a top performing vendor for overall performance. Casenet was the only high-scoring vendor that serves medium to large health plans.

#1 Future

Casenet scored highest on clients' confidence that Casenet would remain part of their future plans. Client quote: *"I would say TruCare increased our productivity by a minimum of 75%."*

#2 Innovation

Casenet is a top performing vendor for overall product innovation.

#1 Overall/Future:

Casenet stood alone when comparing vendors who meet long-term needs and total overall score.

1. Casenet Stands out for Performance and Impact

KLAS Summary: "Due largely to their proactive engagement and partnership approach, but also in part due to a usable product, Casenet has the most clients reporting that the vendor has an outstanding impact on their organization. **Casenet is seen as nimble and customer friendly and as providing excellent customer support; they are progressive in clinical integration...**"

OVERALL VENDOR PERFORMANCE and IMPACT ON CLIENT ORGANIZATION

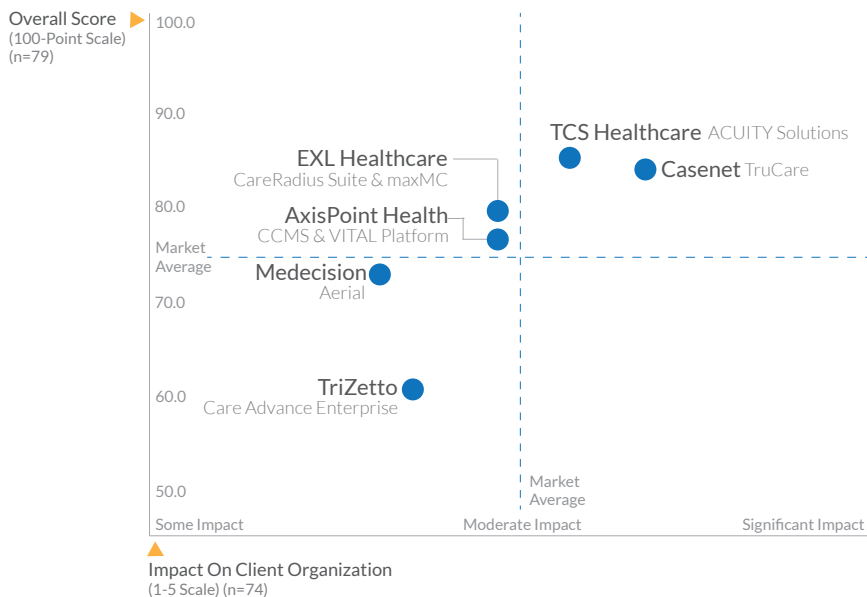


Image 1. KLAS 2016 Report:
Overall Vendor Performance and Impact on Client Organization

Client feedback on overall impact:

"We can say based on statistics that we actually improve members' care. We can see that we are providing the services that members need. We use TruCare to decipher gaps in care and create campaigns to help us assist specific populations. We are getting good value from TruCare, and our ratings have shown that we have made significant improvements in our members' lives."

"I would say that Casenet has had a huge impact on our organization. Before they came in, we didn't even have daily census reports, so we couldn't tell who was in the hospital. The reporting was rudimentary. Now, we have daily census reports and cost-savings reports. We can report on everything from soup to nuts, and we are able to demonstrate to our clients why certain things matter. Before, we knew we were doing something, but we didn't know exactly what we were doing."

2. Casenet Outshines Competition in Client Long-Term Plans and Overall Performance

Unlike other vendors, Casenet clients are confident that the TruCare platform will support them now and into the future.

OVERALL PERFORMANCE vs LONG-TERM PLANS

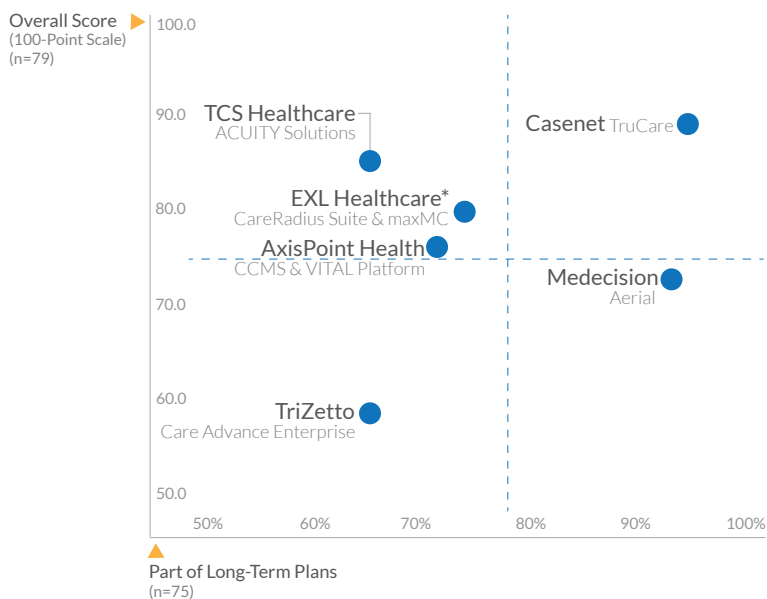


Image 2. KLAS 2016 Report:
Overall Performance vs Long-Term Plans

Casenet client relationship feedback:

"We have some unique challenges, and anytime we have an issue, Casenet gets us a solution almost immediately. That is as impressive today as it was when we first went live with TruCare. Nobody wants to have problems, but everybody does, and the true mark of a vendor is how well they help their customers get through those problems. With Casenet, we are in this together, and we take care of each other."

"We are doing some big and hairy things, but Casenet is handling everything well. They are a great partner. There haven't been any instances of Casenet not living up to our expectations."

"I think that Casenet has their ear to the market, and they definitely want to move forward to be current with the market. I think that they really do want to get innovative things done."

KLAS October 2016 Performance Report: Care Management Software Solutions. KLAS data and reports represent the combined opinions and experiences of actual people from healthcare customer organizations comparing how their vendors, products, and/or services perform when measured against participants' objectives and expectations. The results of this payer care management report are based on client ratings, experiences, and perspectives. Client ratings on vendor solutions were gathered in the areas of overall performance, innovation, analytics capabilities, impact/outcomes, and member engagement. For more information or to purchase a copy of the report, visit <http://klasresearch.com/resources/reports>.