

CareSTEPP™ Medical Management System

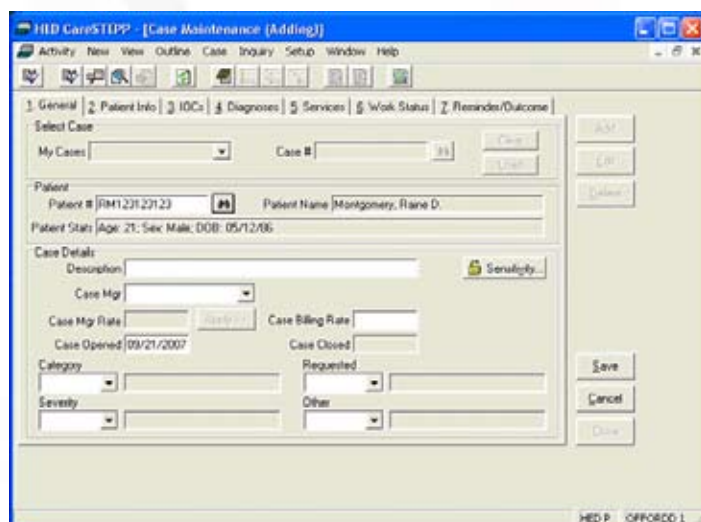
Health Plan Business Solutions

Advanced Technology to Help You Control Medical Costs and Deliver Quality Care

DST Health Solutions' CareSTEPP simplifies the medical management process from start to finish. CareSTEPP automates the processes of tracking and documenting all steps and decisions, and of notifying all involved parties. Through CareSTEPP, your utilization management (UM) department can easily:

- Manage staff time and work assignments
- Access patient eligibility and coverage information
- Display patient history and detailed case notes
- View work items, communicate and share workload
- Document decisions and track all activities through a continuum of care
- Access valuable information for reporting purposes.

Through CareSTEPP, utilization review (UR) nurses and physicians can perform quality outcomes management and assign patterns of treatment criteria. User-defined treatment protocols assist medical management staffs in complying with the terms of individual benefit plans.



The screenshot displays the 'HID CareSTEPP - [Case Maintenance (Adding)]' window. It features a menu bar with 'Activity', 'New', 'View', 'Outline', 'Case', 'Inquiry', 'Setup', 'Window', and 'Help'. Below the menu is a toolbar with various icons. The main area is divided into several sections: 'Select Case' with a dropdown for 'My Cases' and a 'Case #' field; 'Patient' information including 'Patient #', 'Patient Name', and 'Patient Start'; 'Case Details' with fields for 'Description', 'Case Mgr', 'Case Mgr Rate', 'Case Billing Rate', 'Case Opened', and 'Case Closed'; and 'Category' and 'Severity' dropdowns. There are 'Save', 'Cancel', and 'Close' buttons on the right side. The status bar at the bottom indicates 'HED P OFFORDO 1'.

CareSTEPP Worksheet Screen

Powerful Workflow Capability

CareSTEPP menus are workflow-driven. And because CareSTEPP is fully integrated with the PowerSTEPP system and InterQual criteria, current member and provider information and criteria are instantly accessible. CareSTEPP guides users through a predetermined task list of integrated functions:

- Precertifications
- Authorization templates
- Admission processing
- Inpatient hospitalization case management
- Criteria confirmation
- Event and decision tracking
- Correspondence processing
- Review and discharge processing
- Inpatient hospitalization case management
- Incidents of Care (IOC) templates
- Document templates.

CareSTEPP is a flexible, distributed client/server application with easy-to-use point-and-click navigation. It features automated data storage/retrieval as well as internal and external correspondence capabilities.

CareSTEPP Features

Workflow Management—Work tasks and projects may be assigned to users across departments. Work status can be monitored. When deadlines approach or change, work can be reassigned to other users, departments or groups.

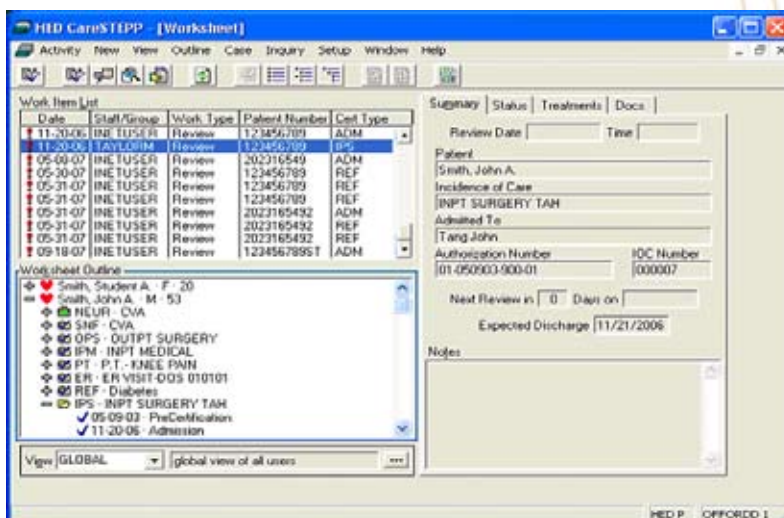
Workgroup Communication—Special sections for inter-departmental notes may be used to generate reminders and messages. Referrals may be sent to a staff member for review, or an action may be requested as part of the record. Pended cases, denied services and case reviews may be sent to management for review and follow-up.

Case Management

CaseSTEPP is a fully integrated, optional module that helps the case manager track information related to a catastrophic or high-cost case. The goal is to enable better coordination of care provided, to improve continuity and quality of care, and to lower the costs of delivering that care.

CaseSTEPP Features:

- Tools to identify prospective case management candidates
- Reviews scheduling
- Diagnoses and medications tracking
- Free-text case notes
- Time, expense and savings tracking
- Providers and other case related contacts tracking
- User-defined reference codes
- Documentation and correspondence management
- Case parameters reporting
- Interface to patient provider demographics



Authorizations—Electronic authorization forms and templates reduce paperwork and increase UM efficiency. Codes are instantly accessible electronically. CareSTEPP automatically loads authorizations into PowerSTEPP, which may then be used to approve or pend (hold) claims. A single IOC may be used to establish multiple authorizations for a member.

Procedure Codes—CareSTEPP minimizes the risk of miscoding due to data transcription errors by giving management staff electronic access to diagnosis codes, procedure codes and other information. Authorizations for diagnostic-related groups and treatment plans can be more easily defined and regulated because of user-defined code ranges.

Patient Referrals—Patient referrals revolve around the IOC templates, which are easy to use, modify and reference. All IOC activities and information may be linked to a single authorization number, and several authorizations for the same patient may be used in one IOC.

Automation of Correspondence—Automated letters help UM departments meet HEDIS and NCQA guidelines (e.g., automatically created user-defined letters confirming or denying referrals/authorizations, form letters to remind patients of scheduled visits and services).

Security—Access to records, screens and case notes can be defined at several levels, down to the individual user, to help ensure member privacy and confidentiality.

Event Tracking—CareSTEPP supports easy input and reporting to prove timelines and criteria were met.

Instant InterQual Criteria Access—Licensed InterQual users have fully integrated, instant access to InterQual criteria, which allows documentation and medical necessity of approvals.

Medical Management Reporting—CareSTEPP includes robust reporting capabilities:

- Length of stay analysis
- Hospital census report
- Project savings report
- Productivity report
- Criteria confirmation
- Discharges per 1,000
- Admissions/visits per 1,000
- Case management report
- Notes report, including work items, IOC, patient and case notes
- Readmissions within report
- Auto-generation of HTML documents
- Online links to policies and procedures and other information.

CareSTEPP also captures many data elements required to produce HEDIS reports that are not stored in traditional managed care claims payment systems.

Contact Us

For more information on our CareSTEPP Medical Management System Solution, call DST Health Solutions, Inc. at 800.272.4799.

2500 Corporate Drive
Birmingham, AL 35242
205.437.6000