



Comprehensive Views, Insights & Reporting

READY TO GO, EASY TO CUSTOMIZE

HELIOS supports diverse views, native dashboards, and reporting modalities out-of-the-box, with detailed analytics and visuals, and configurable elements. This helps HELIOS clients fulfill a wide range of reporting requirements essential for operations, compliance, and quality assurance.

The platform provides a dedicated reporting section where users can select the desired custom type and generate the corresponding report, which is then available for both in-platform view and Excel download.

Reports can be generated based on quality, quantity, and productive variances. Users can export and save reports in multiple formats, and a broad range of standard reports, views, and dashboards are supported.

- Standard, custom, and configurable reports supported
- View reports in the platform or download them into an Excel document Excel downloads for all platform data-bearing screens
- Data visualization in the form of line charts, pie charts, and bar graphs supported
- Query-able replicated database to help create custom reports for audits and other internal/external needs
- Business intelligence tool integration fully supported (Power BI, Tableau, etc.)
- Create custom, pre-set reports within the platform or configure existing templates for custom needs
- Useful analytics reference documentation & resources via the HELIOS Knowledge Hub
- Support a broad range of core metrics including, but not limited to, AWVs (Annual Wellness Visits), EDK (Emergency Department Visits per Thousand), HEDIS Measures, HCC Revalidation (Redoc), SNF Utilization (Skilled Nursing Facility), PMPM by Practice, Attribution, CM Productivity, and key CM Touch Points
- AI-enabled predictive analytics capabilities aimed to improve operational efficiencies



Deliver Better Care

Identify and address care gaps, health needs and risks quickly



Make It Your Own

Easily configure existing reports, views & dashboards or create custom ones



Report Confidently

Leverage reporting and metrics for HEDIS, NCQA, CMS & more



Get More Done

Track and analyze CM and UM productivity, caseload, events, activity & more

Out-of-the-Box Views, Dashboards & Reports

HELIOS supports a range of “off-the-shelf” (standard) reports, views, and dashboards related to assessment, assignment, authorization, care gap, case management, census, HEDIS, LTSS compliance, risk, savings, productivity and other key metrics and KPIs.



Below is a sample list of standards reports provided:

- *Tasks View*
- *Episodes View*
- *Risk View*
- *Caseload View*
- *Care Gaps View*
- *Correspondence View*
- *Activities View*
- *Authorizations View*
- *Appeals View*
- *Grievances View*
- *Events View*
- *Savings View*
- *Census Dashboard (configurable)*
- *Population Pipeline Dashboard*
- *Care Manager Activity Dashboard*
- *LTSS Dashboard*
- *Health Needs Dashboard*
- *Interaction Summary Dashboard*
- *Referrals Summary Dashboard*

Measuring Critical Outcomes: HEDIS, ODAG & More

HELIOS offer advanced analytics and reporting for measuring outcomes, whether in the form of HEDIS measures, vitals or biometric data, care goal completion or progress, changes in behavior frequency or intensity, increases or decreases in medication number of dosage, changes in social or clinical services administered, vaccinations received, or other metrics.



HEALTHCARE EFFECTIVENESS DATA AND INFORMATION SET (HEDIS)

HELIOS makes it easy to identify and manage open care gaps that align with HEDIS measures for Diabetes, Asthma, Heart Failure, Coronary Artery Disease, COPD, Prenatal and Postpartum, as well as others defined by regulatory bodies or any organization-specific measures a client wishes to track.

HELIOS provides a dedicated care gaps module that allows users to view and filter HEDIS-based care gaps. The system can integrate with a third-party system to generate HEDIS measures which are certified by NCQA. HELIOS fully captures all data required for HEDIS calculations and fully supports integration with HEDIS systems. HELIOS also has a dedicated dashboard for tracking care gaps at both the caseload and member levels. Depending on client needs, care gaps can be automatically or manually generated. The care gaps component provides an important feedback loop between quality KPIs and care management activities. While a HEDIS-based methodology is most common, HELIOS also supports the use of custom care gaps.

Important note: HELIOS can highlight and serve up HEDIS metrics but is not a certified HEDIS platform. If a certified platform is needed, VirtualHealth recommends integrating with a third-party provider to meet this requirement.



ODAG and CDAG REPORTING

HELIOS is used by VirtualHealth clients today to meet NCQA standards and requirements and to comply with Medicare ODAG and CDAG Universe reporting. The platform makes this possible by ensuring that its authorization data fields are fully compliant with industry standards and enable users to capture all of the required information to align with NCQA and CMS reporting standards.

Additionally, the HELIOS platform supports all of the data requirements set forth by, and supports both ODAG and CDAG universes. The data can either be pulled into the client's reporting system via the replicated database or the necessary custom reports can be implemented directly into the platform. From a workflow perspective, the rules can be configured to optimize ODAG and CDAG reporting results and make sure tasks are surfaced appropriately.



QUALITY CARE GAP DATA REPORTING

HELIOS makes it easy to identify and manage open care gaps that align with STARS, ACO Quality Performance Metrics, and various HEDIS measures.

HELIOS has a dedicated dashboard for tracking care gaps at both panel and individual member levels. Depending on the client's needs, care gaps can be automatically or manually generated, as well as incorporated into the beneficiary's care plan. The information regarding these care gaps can be sent to EMRs through integration so that timely and relevant information is shared with the provider community. In addition, a beneficiary's care plan can also be shared with appropriate providers so that the provider can leverage this information when treating the beneficiary. While HELIOS provides its own analytic capabilities, it can also integrate with a third-party system to bring in care gaps, risk scores, and other related data.

Care Gap data can be ingested via integration and is stored and viewable from both the Care Gaps section of the Member Summary as well as the Management/Care Gaps section of the Member Portal. Providers with HELIOS access will be able to see this information. HELIOS care gap views and reports can also be downloaded and exported directly in an Excel format.

HELIOS also has automated tasking for care gaps. The Care Gaps view has filters that support custom user views, which current clients frequently use for identifying the need for and completion of preventative activities, including immunizations, screenings, and wellness visits.

Using HELIOS' configurable rule engines, a client may develop workflows that can automatically generate tasks to address care gaps and other action items based on population, sub-population, and/or other defined business requirements. Care gaps may be filtered by priority, service, and status.

Analytics as a Service

In addition to the powerful reporting and analytics capabilities in the platform, VirtualHealth also offers **Analytics as a Service**.

Clients can pick the level of service they need, working directly with VirtualHealth's team of experts to develop custom reports or dashboards and to complete specific queries.

VirtualHealth's analytics as a service is available to all clients in HELIOS and can be incorporated into pricing at the time of contract signing or added on anytime after as needs arise. This allows clients to get the data they need when they need it, and to access our team of industry experts.



Key services provided:

- SQL Support (HELIOS Scripting Support in Most SQL Dialects)
- Schema / Data Transformation Requests
- Custom Queries or Reports
- Custom Dashboards / Dashboard Development Support
- Dedicated Ad Hoc SQL & HELIOS Database Schema Training
- Access to Communal Insight Sharing
- Expedited Requests: Exclusive Jira Service Management Project Access

HELIOS Reporting FAQs



1. Does HELIOS work with BI tools?

Yes. For ad hoc reporting and analysis needs, VirtualHealth supports integration with BI tools, such as Tableau. Clients can select the BI tool of their choice and VirtualHealth will deliver the data integration between the selected tool and a near real-time replica of the transactional database.

2. Does HELIOS support custom reporting?

Yes. For clients that require custom, pre-set reports, the corresponding capability is provided in this reporting section. Examples of such custom reports include Care Team Productivity, Care Coordination Status, Master Member, Population Summary & Detail, and Referral Outreach, among others. We work with you to define and create custom

3. How are captured data and analytics leveraged for workflows?

Metrics and data in HELIOS can be used by the platform's rules engines to activate specific workflows. For example, HELIOS supports SNF utilization metrics via integrations with ADT and authorization feeds, to display things such as SNF admission, discharges to home/SNF, etc. It then leverages this data, ingested in real-time, against configured rules to trigger specific workflows and alerts, including real-time notifications and task assignments.

4. Can we see reporting at different levels?

Any reports can be delivered at the individual user level (for the assigned caseload) as well as the administrative level.

5. Does HELIOS support custom extracts?

For situations where users require the ability to download and manipulate large data-sets from the transactional database, HELIOS supports the provision of custom extracts in flat file format.

6. How do the dashboards support population health views?

HELIOS provides a broad range of native dashboards that allow users to see population-level data, filter based on applicable criteria, and conduct some level of data drill-down.

Examples of dashboards include activity, task, risk, pipeline, interactions, health needs, referrals, caseloads, and LTSS compliance, among others. These dashboards provide real-time views of data segments across filtered lists of populations or users.

Native dashboards cover a vast array of metrics, including productivity, timeliness, compliance, population health, interactions, assessment completion, tasking, risks, care gaps, service delivery, and numerous others. Subject to documentation of specific measures to be used and custom dashboarding.

7. Can I get performance and quality metrics?

Complex analyses and reporting can be performed on all HELIOS transactional data via a replica of the OLTP MySQL database. Additionally, VirtualHealth can compare key statistics to clinical and operational benchmarks and performance measures.



Discover the HELIOS® difference:

INTELLIGENT AUTOMATIONS POWERED BY REAL-TIME DATA

HELIOS has the most configurable rules engine in the industry, allowing clients to customize everything from configurable UM or CM workflows and how ingested data is leveraged against set criteria to trigger automated tasks, notifications, flags and more.

HELIOS' flexibility, user-friendly design, and reporting capabilities have allowed our clients to:

1. Improve member care experiences and enable enhanced program capabilities.
2. Gain deeper insights into care team productivity.
3. Bring data together so their care management and utilization management teams can make the best decisions about members' care.
4. Identify and execute opportunities for efficiency and productivity improvements.
5. Easily get the medical management data necessary for CMS reporting and audit, as well as NCQA, and other external and internal needs.



Secure, Validated, Trusted

HELIOS is HIPAA and HITECH compliant, NCQA Prevalidated for Population Health Management, and HITRUST CSF certified.

It meets or exceeds all applicable regulatory requirements and empowers you to have the medical management data you need for CMS reporting and audit, as well as NCQA, and other external and internal needs.

