HELIOS
by **VIRTUALHEALTH**®

ENTERPRISE MEDICAL MANAGEMENT PLATFORM

Deliver value-added care experiences and next-level medical management

A single cloud-based, integrated, user-friendly solution with advanced FHIR® data interoperability purpose-built for care management, utilization management, care coordination, disease management, and population health management.

Smart, Connected Healthcare that Delivers

We're not trying to reinvent healthcare. We're helping you do that with intuitive and advanced technologies designed to simplify value-based care and data interoperability, improve member health outcomes and satisfaction, and revolutionize utilization management.

The first cloud-based solution purpose-built for value-based care, the HELIOS® platform is more than 90% configurable out-of-the-box, offering precision control over the industry's most sophisticated templates, with an advanced rules engine and automated workflows.

SECURE, VALIDATED, TRUSTED

HELIOS is a platform healthcare organizations can trust. It's HITRUST CSF certified, HIPAA and HITECH compliant, and NCQA prevalidated for population health management.

Breaking Down the Silos of Care

Interoperability is one of the largest barriers facing the healthcare industry; many organizations are working with data that's 30, 60, or even 90 days old, and it isn't accessible across care teams.

To break down these silos, healthcare organizations need a connected medical management platform to aggregate data and distribute it across the care team. That's how you can serve your populations in the best way possible while keeping costs down, being proactive, and improving outcomes. And the technology should be easy to implement, easy to integrate, and easy to use.

That's why the HELIOS® platform offers advanced FHIR® data interoperability, powerful custom automations, and built-in integrations and tools to support every aspect of care management, population health management, and more. It's also the most configurable and user-friendly solution in the market.

Enabling Self-Service Medical Management

At VirtualHealth, we believe in setting our clients up for long-term success. That means our process for getting you going on HELIOS® is simple, straightforward, and designed to match your unique needs.

HELIOS
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The HELIOS platform is comprised of a family of products that includes the HELIOS web-based healthcare management application.

With HELIOS, organizations can have everything they need in a single, intuitive solution. No extra tech-stack costs or IT support. Just more efficient and effective care. It's why HELIOS is used by commercial and community health plans, Medicare Advantage and Medicaid payers, and specialty care providers around the nation.

HELIOS HUB®
FHIR® Integration Platform as a Service

HELIOS UM®
Utilization Management Solution

HELIOS VISIT®
Video Conferencing Solution

HELIOS TEXT®
Two-way Messaging Solution

HELIOS GO
Mobile Care Management Application

HELIOS
by VIRTUALHEALTH®

Enable coordinated, collaborative, whole-person care

With the shift to value-based care, payers and providers are looking for ways to deliver even better care to those who need it most.

A SINGLE PLATFORM FOR VALUE-BASED CARE

HELIOS® is the leading care management platform, supporting integrated case management, disease management, population health, managed long-term supports and services, home health, behavioral health, and utilization management.

Designed as a unified ecosystem of care, the platform provides broad spectrum visibility across the entire healthcare continuum, enabling seamless collaboration, coordination, and care delivery for even the largest, most complex populations.

HELIOS features built-in tools and capabilities that allow for efficient, accurate care planning, service planning, and care coordination activity documentation consistent with CMS, HEDIS, and NCQA requirements, and incorporate critical information on social determinants of health (SDOH).

Up to 93%
Increase in care efficiency

Up to 92%
Care team productivity gains

HIGHLIGHTED FEATURES

360-degree member views
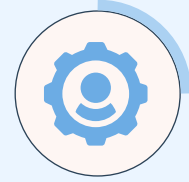
End-to-end care management

Market-leading custom assessment and screening builder tool

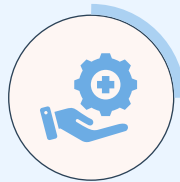Built-in telehealth tools and mobile apps for care teams and members

Healthy equity tools and SDOH resources

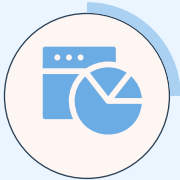Person-centered care plan with SMART goals
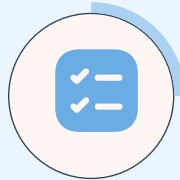
Predictive analytics and smart analysis

Extensive provider capabilities and provider management features

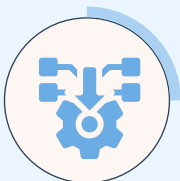100+ standard and custom interfaces & APIs supported

RPM integrations for more real-time health views and updates

Library of pre-configured, industry-standard assessments and screening tools

Out-of-the-box and configurable templates, rule engines, triggers, risks, care gaps, and episodes of care

Clinical and non-clinical intelligence integrations with industry-leading SDOH, UM, quality, analytics, and population health partners

Diverse view modalities to support reporting requirements for operations, compliance, and quality assurance

UNPARALLELED CONFIGURABILITY & FLEXIBILITY

HELIOS® is more than 90% configurable out-of-the-box, offering a platform that is truly built to meet the unique needs of every client. It offers the broadest spectrum of interfaces and has integrated with hundreds of systems. This unmatched flexibility offers precision control over the industry's most sophisticated templates, advanced rules engine, and automated workflows.

HELIOS is also the most intuitive, user-friendly platform with point-and-click tools that can be leveraged by any business user and views calibrated for more efficient, effective usage and quicker adoption.
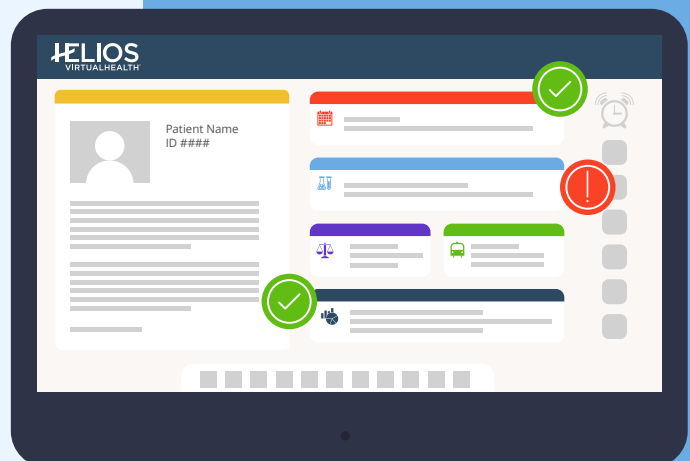
SCALES WITH YOUR POPULATION

As a web-based solution, HELIOS scales quickly and effectively without sacrificing platform performance. Users can easily access HELIOS via all desktop and mobile operating systems with internet connectivity and standard browser access. This makes the HELIOS platform capable of exceptional growth and able to support very large numbers of concurrent users and millions of members.

" The new HELIOS functionality is easy to deploy, tailored to meet our specific needs, and the platform is configurable, allowing us flexibility to adapt to a fluid situation. "

Watch the HELIOS platform in action

Scan the QR code or <u>click here</u> to access a quick video overview.

HELIOS HUB®

Simplify data interoperability and FHIR® adoption

HELIOS**hub** breaks down the barriers to data interoperability quickly and at scale, with a simple user interface, a no-code, drag-and-drop integration builder, and rapid FHIR® transformation capabilities in a single solution.

The first FHIR® Integration Platform as a Service (FiPaaS) purpose-built for the payer ecosystem, HELIOS**hub** solves for core data interoperability needs - transformation, storage, uniformity, management - all in one place. No more expensive, multi-solution tech stack needed. No more specialization or heavy lifting by IT teams to connect and transform critical data into formats that meet the HL7® FHIR® standard.
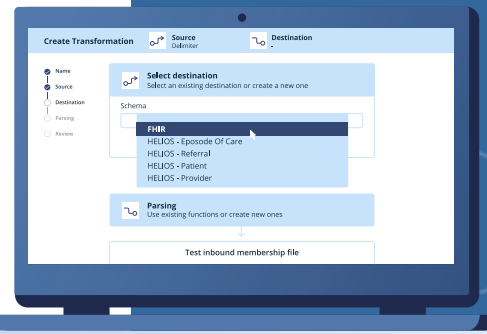
HELIOS**hub** is usable with existing and new data architectures, so organizations can do more with their data faster. Adopt FHIR® as part of an existing data architecture, build a front-end application with a fully functional backend FHIR® CDR, push interfaces out of your CDR, and meet increasing downstream systems requests for FHIR®.

✓ **FHIR® store** for leading implementation guides

✓ **No-code, drag-and-drop ETL tooling**

✓ **Real-time bi-directional integration flows**

✓ **Configurable data transformations** to/from FHIR®

✓ **Unlimited application connections**

✓ **Event-based automation**

✓ **Comprehensive API library** that allows customers to self-manage import and export operations conforming to FHIR® formats

✓ **Configurable admin settings and rules** for complete self-management and control

✓ **Intuitive sandbox** for testing and exploration

HELIOS**hub**'s data interoperability capabilities help payers deliver better care, outcomes, and overall experiences for the members they serve.

HL7, FHIR and the FHIR® are the registered trademarks of Health Level Seven International and their use does not constitute endorsement by HL7.

Expedite data integrations by

65% or more

Learn more about HELIOShub

Scan the QR code or click here to access a quick video overview.

HELIOSUM®

Unlock faster, more accurate utilization management for better care planning and delivery

Optimizing utilization management and prior authorization is critical for healthcare organizations looking to eliminate costly inefficiencies, care inaccuracies, and heavy administrative effort.

Historically, utilization management and care management have been separate disciplines with separate data and tools. This siloed approach has often led to costly inefficiencies and errors, heavy administrative effort, slower care delivery, and poor member experiences.

That's why HELIOS**um** unifies and aligns providers, care managers, and utilization management teams in one place, enabling quick cross-team collaboration with real-time data transparency.

Intelligent workflows, 360-degree member views, and a configurable rules engine plus automations help teams work faster, and more accurately, driving faster authorizations that speed up the delivery of care and help alleviate burnout and stress for utilization management staff, care teams, and providers.

DRIVE EFFICIENCY, TIMELINESS & ACCURACY

✓ **Auto-approvals and auto-determination timelines** accelerate authorizations, speeding the delivery of member services

✓ **Electronic automated prior authorization** removes friction between payers and providers, to enable more accurate billing, fewer claim denials, and faster reimbursement

✓ **Automated creation of member timelines** speeds up intake and eliminates human error associated with manual data entry

✓ **An automated triage process identifies and addresses high-priority authorizations** for improved patient care and satisfaction

✓ **Streamline utilization reviews, appeals, and grievances** to deliver time savings and care delivery improvements

✓ **Efficient data management** decreases the administrative burden and risk of human error

✓ **Pre-built UM pathways based on industry best practices** streamline authorizations and take the guesswork out of the equation for UM team members

✓ **Access to evidence-based clinical guidelines and care decision support resources**

✓ **Real-time data and insights dashboards** track grievances, appeals, approvals, denials, and more

See how HELIOS**um** could help you ensure members get the clinically-indicated services, prescriptions, or products they need, when they need them. **Scan the QR code or** click here **to access a quick video overview.**

Secure, convenient communication tools to connect with members

Increasing demand for telehealth options that offer more convenience and flexibility than traditional care delivery methods has prompted healthcare organizations around the country to either launch or expand telemedicine options.

In the last few years, telehealth has become a foundational piece of the modern healthcare system. Telehealth modalities are especially key for healthcare payers and providers trying to expand access to care services in remote areas, and to improve health access and equity across populations.

HELIOS® offers a built-in suite of telehealth technologies and data integration capabilities that care teams, providers, and others along the care continuum can access and leverage. These tools are directly connected to member profiles, so that care is accurate, comprehensive, and coordinated.

72%

of polled medical groups expected patient demand for telehealth to stay the same or increase in 2023*.

*Telehealth utilization and patient demand in 2023: Best guesses and best practices. (n.d.). https://www.mgma.com/data/data-stories/telehealth-utilization-and-patient-demand-in-2023

HELIOS**VISIT**®   HELIOS**TEXT**®

SECURE VIDEOCONFERENCING, MESSAGING & FILE EXCHANGE

HELIOS**visit** is a secure and integrated solution that allows members and care teams to connect directly from within the HELIOS® platform with the click of a button. Designed to help enable greater access to care and account for tech literacy challenges, members can attend a HELIOS**visit** session by simply clicking a link received via email or text message.

✓ Secure video conferencing

✓ Instant messaging

✓ Two-way, transparent file exchange

✓ Join from a computer, smartphone, or tablet

✓ No additional downloads, software, or login/profile creation necessary

✓ Recordings and notes are saved and attached to the member's profile

✓ Meets HITRUST's gold standard for information security criteria

CONVENIENT TWO-WAY TEXT MESSAGING

HELIOS**text** enables convenient, secure two-way text message communication from the care team to individual members directly from HELIOS to increase the frequency of proactive communication with members. This makes it easier to engage members, help them adhere to care plans, alert them to health risks, improve medication management, and identify, address, and close care gaps.

✓ Initiate text messages from a member's profile

✓ Send pre-configured messages or create new ones from templates

✓ Messages are treated as secure PII and PHI data

✓ Messages are stored for future reference

Learn more about HELIOSvisit

Scan the QR code or click here to access a quick video overview.

Learn more about HELIOStext

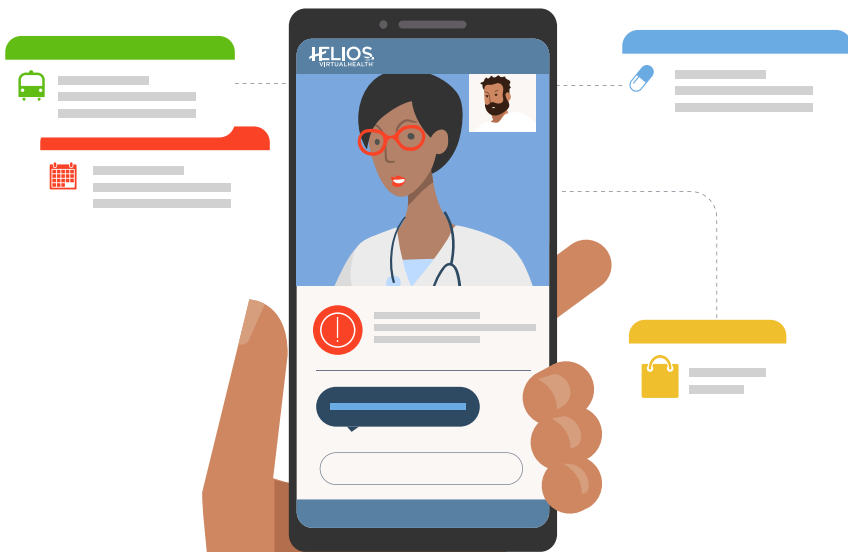**Scan the QR code or click here to access a quick video overview.**

HELIOS GO

For population health management in the field

Many Medicaid and Medicare members need long-term services and supports (LTSS), home health, or behavioral health care, promoting the need for mobile and on-the-go care management capabilities.

As the mobile version of the HELIOS® platform, HELIOS**go** makes care management, data capture, and member assessment in the field easier and faster. HELIOS**go** was designed specifically to help payers better manage complex care populations in need of LTSS, behavioral, and home health services.

- ✓ Allows care managers to work off-line

- ✓ Works on smartphone or tablet devices including off-line capabilities

- ✓ Included HELIOS features: 360-degree Patient Views, Tasks, Assessments, Case Notes, Care Pans, and Medications

- ✓ Access, fill in, save, and submit assessments

- ✓ Draft and save case notes from mobile devices

- ✓ Add and resolve tasks, and mark changes to care plans or medications

- ✓ Specifically tailored to support LTSS, home health, and behavioral health needs

When healthcare organizations leverage HELIOS**go**, they're able to optimize care management in the field and deliver more comprehensive care to homebound members.

Learn more about HELIOSgo

Scan the QR code or <u>click here</u> to explore HELIOSgo in more detail.
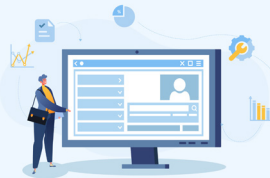
A Transparent, Straightforward Process

Our goal is to set VirtualHealth clients up for long-term success. That means our process for getting you going on HELIOS® is simple, straightforward, and designed to match your care management and population health needs. And it means after launch, our team is there to provide support and guidance as you need it.

It takes world-class people, a consultative approach, and a process honed over a decade to set our clients up for success. At VirtualHealth, our teams are made of expert healthcare, technology, and business leaders who are focused on understanding every facet of your business.

We spend time with you one-on-one to truly understand how your business works — the unique needs, goals, requirements, and challenges you have — and then act as dedicated guides to provide a transparent and consultative process.

Our process is based on a decade of client implementations to ensure HELIOS is customized for your needs and to provide a smooth transition for your team at go-live.

VirtualHealth is always here to support you. Our dedicated client and business success teams are focused on your satisfaction and will act as your on-going support partners. This ensures someone always has your back, that issues are resolved quickly, and that you know we're always listening and ready to assist.

HELIOS is more than 90% configurable, so while the process

timelines may vary slightly for each customer and the needs of their populations, we aim to provide a simple, straightforward, and transparent process every step of the way.

Support and Collaboration Every Step of the Way

At VirtualHealth, we believe that technology is only as good as the humans behind it. We also believe in reducing complexity. That's why we use client input to guide our implementations and deliver a platform that eliminates the traditional constraints on growth and expansion.

It's also why we offer comprehensive client training with onsite training during implementation and prior to go-live, built-in user guides, and the opportunity to create customized, jointly-developed field guides for client-specific use cases. And as we update the platform, we update our training guides and video walkthroughs within the Help section of HELIOS® for always-on, 24/7 knowledge support.

VirtualHealth takes a consultative approach, gathering client input to guide implementation and deliver a platform that breaks constraints on growth and expansion.

KLAS CARE MANAGEMENT REPORT

We have found VirtualHealth to be very easy to work with. They make an effort to understand our business.

KLAS CARE MANAGEMENT REPORT

At ICP, we have a very specific vision for continuing to elevate the high-quality support we offer both our members and our care teams, and VirtualHealth has been instrumental in powering new efficiencies and data-driven workflows to achieve this vision. From day one of our implementation, the experts at VirtualHealth have demonstrated a keen understanding for the needs of our market and we are already seeing tremendous results from the partnership.

KAREN VANASKIE, DNP, MSN, RN, CHIEF CLINICAL OFFICER, INNOVATION CARE PARTNERS

An Ecosystem of Leading Partners

We know that better health and care outcomes begin with a seamlessly-connected healthcare ecosystem, which is why we've built strategic partnerships to support every facet of value-based care, from identifying and addressing social determinants of health to predictive analytics for population health needs to quality reporting for auditing and compliance to automating prior authorizations.

These integrations are accessible from within the HELIOS® platform, making it even easier to accomplish core care management goals including health equity, health eductation, predicitve analytics, and more.

Explore some of our partners below and reach out to our team to discover our full partner ecosystem and available partner integrations within HELIOS.

ITILITI HEALTH   KangarooHealth   prealize   mcg

edifecs   CHANGE HEALTHCARE   health wise   Krames

WebMD   find help   UNITE US   continualCare

INOVARE

Scan the QR code or click here to talk with our team about partner integrations.

We understand that choosing medical management technologies can be a big decision. That is why we provide a highly consultative and refined approach that allows you to learn, ask questions, and identify if our HELIOS® solutions are a good fit.

[Click here](#) to set up time to chat with our team or to get more information about any of our HELIOS products.

12 Million+
managed lives in HELIOS

Tens of thousands
of concurrent health plan staff users

Billions
of transations per year

Hundreds of millions
of active cases per year

HELIOS
by VIRTUALHEALTH®

VirtualHealth is a mission-driven company seeking to make healthcare more proactive through technology. VirtualHealth simplifies value-based care management for healthcare's largest, most innovative payers with our cloud-based platform, HELIOS®.

HELIOS is the country's leading enterprise technology for care management, disease management, utilization management, and population health management. We are proud to provide a solution that's available to fit organizations of different sizes and population needs, and helps to eliminate data silos, streamline processes, reduce IT resource usage, and support whole-person, value-based care across generations.

For more information, visit www.virtualhealth.com.