

Welcome to a new day in healthcare engagement.



Patented Technology to Help You Close More Gaps in Care and Streamline Care Access

Carenet Health has acquired **digital innovator OpenMed** and its SaaS-based, programmatic access-to-care platform—allowing us to harness the power of the patient/provider relationship to drive positive action and behaviors.

- Delivers payer-provider collaboration with true endpoints, while preserving continuity of care
- Reduces costs of closing care gaps, thanks to a tech-first approach to engagement
- Includes a proprietary network that can access every provider in the nation—5.5 million of them
- Leverages groundbreaking appointment-setting technology that requires no EMR integration
- Offers communication via the channel of choice for members and physicians, and engages both members and physicians toward next action

Contact us for more details at:

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First-in-Industry CX Analytics Designed to Optimize the Healthcare Service Journey

Service Journey Discovery is an exclusively healthcare-dedicated analytics and consulting engagement—applying our unique Insight Analytics methodologies to optimize the macro healthcare consumer experience and deliver extreme ROI.

- Focuses on rigorous service optimization and is designed to peel back the complex layers of the healthcare service journey
- Combines statistical sampling, human observational analysis and calibrated listening to generate 7,500+ data points from just one healthcare service interaction
- Allows our clients to dig deep into not only what happens during a service interaction—but also identify points of friction before and after

Insights have produced results that include:

- 35%+ increase in member satisfaction
- 40%+ reduction in average call handle time
- 75%+ reduction in after-call work needed
- 30%+ reduction in service call volume
- 40%+ increase in service team satisfaction