

Our competitive differences can drive your competitive advantage:



↙ **We offer a broad variety of scalable services.** Our full suite of sourcing services includes utilization management, care integration, and support services. Choose as many or as few as you need, and enjoy the convenience of working with a single vendor.

↙ **We deliver affordable solutions.** We believe the clinical attention your patients deserve shouldn't be dictated by cost. By outsourcing a qualified professional staff, we can expand the breadth of services you offer at the same price point—for the same type of resource.



↙ **We understand compliance.** Radiant HMO/POS/PPO products are URAC accredited for Health UM at Robinsons Cybergate & Eastwood-Global One sites in Manila, Philippines and the Pritech Park site in Bangalore, India. We can provide the reporting and expertise you need to navigate the regulatory environment.

↙ **We pursue innovation.** We are continually evaluating and refining our services through an internal Operational Excellence methodology, in order to evolve productivity and quality.

↙ **We provide a seamless extension of your services.** We create an integrated connection between your leadership and our operations, with 24/7 service, and a transition implementation process based on proven methodology.

↙ **We deliver services to more than 34 million consumers in Commercial, Medicare and Medicaid plans.** We configure solutions that address multiple state, medical policy and regulatory requirements.



↙ **We connect you to a highly trained care management workforce.** Our workforce includes non-clinical resources, clinical and nursing graduates, RNs licensed in the U.S., India or Philippines, and U.S.-licensed pharmacists.



↙ **We operate in globally diverse locations.** With delivery centers in the Philippines and India and expansion plans for centers in the U.S., we can support you with domestic or internationally based services.

The Radiant spectrum of care management BPO services.

Our services span the following care management categories:

↙ **Utilization Management**
Our solutions can help you manage unnecessary expenditures, while facilitating access to quality health care:

Precertification
Processing and/or clinical review of inbound calls or electronic requests from providers who are seeking services for a consumer.

Concurrent Review
Processing and/or clinical review of inbound calls or electronic requests from providers, seeking to extend services for a consumer.

Post Service Review
Processing and/or clinical review of claims to determine if services can be approved.

↙ **Care Integration**
Our staffing solutions can help to simplify the care integration process by providing:

Health Risk Assessments
Outbound call services to consumers who are completing health risk questionnaires.

Program Enrollment and Referral
Outbound call services to targeted consumers for enrollment in health management programs.

Health Education
Outbound call services to members in order to discuss predefined wellness, health improvement and preventive care opportunities.

Care Management After Care
Outbound calls to consumers who have participated in a program, to assess changes in their health status that may require clinical follow up.

Discharge Planning and Support
Nurse reviews of potential post-discharge care needs, and outbound calls to gather additional information as needed.

Post Discharge Calls
Outbound call services to consumers who have been discharged from hospitals, to confirm that they have the appropriate support in place.

↙ **Support Services**
Our solutions also encompass critical administrative and clinical processes, including:

Data Entry
Data entry support for Utilization Management and Care Integration services.

Benefit Determination
Eligibility and benefit verification for requested clinical services.

Physician Chart Prep and Case Summary
Physician review, indexing and summarizing of medical records, claims data and case notes.

In today's healthcare environment, change is a reality and flexibility is the key to survival. At Radiant, we're addressing the new realities of healthcare by providing proven business process outsourcing (BPO) solutions for health payers, providers and care management organizations.

When you partner with Radiant, we seamlessly support you with an affordable, high-performance workforce, so that you can invest resources in strengthening your organization and expanding services for your customers. Our solutions help you improve the quality of your offerings, reduce medical and administrative costs, and optimize health outcomes for patients.

Quality healthcare is good business.

In today's healthcare environment, you need a partner who can drive competitive advantage for your business and better health outcomes for patients. With Radiant, you gain a variety of clinical services and capabilities, a proven process, and a cost-effective strategy for giving patients a new benchmark for care.



For more information about care management solutions from Radiant, please contact:

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About Radiant

Radiant Services, LLC's mission is to provide proven methods of cost management while enhancing the quality of care management services available to our clients. We supply access to a high-quality workforce, so our clients can focus on strengthening their organizations and improving outcomes for their customers.

Radiant, a multi-national care management and business process outsourcing company, offers a full spectrum of care management services including administrative and clinical support for clients in the healthcare payer and PBM space. Radiant HMO/POS/PPO products are URAC accredited for Health UM at Robinsons Cybergate & Eastwood-Global One sites in Manila, Philippines and the Pritech Park site in Bangalore, India. We can provide the reporting and expertise you need to navigate the regulatory environment.

Established in 2010 in an alliance with Accenture as our delivery partner, the team behind Radiant has spent multiple years managing and outsourcing clinical and administrative processes. Radiant was formed to bridge the gap between the evolving care management business requirements and lack of specialized suppliers with relevant industry experience in this space. Radiant's offering addresses the market opportunity by providing knowledgeable staff to manage CM functions, breadth of CM services under a single umbrella, and compliance.

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Competitive advantage for you. Better health outcomes for everyone.

Discover care management business process outsourcing from Radiant.

