CareComplete™

Exchange Information in EHR Workflows

Enrich Today's Encounter with Actionable Data and Insights
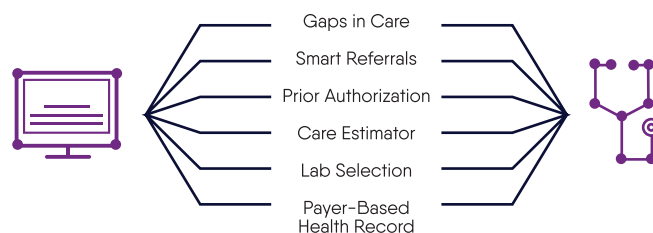
The DrFirst **CareComplete** suite is designed to accelerate the transition from fee-for-service to value-based programs by integrating payer proprietary tools within native provider workflows. POC collaboration and EHR partner connectivity redefine clinical information exchange while reducing network abrasion, decreasing prior authorization/referral burdens and offering quality ratings and price transparency.

CareComplete solves the problem posed by other sources for medical record retrieval by automating data extraction to coincide with each encounter, ensuring payer access to meaningful, consolidated clinical information in near real-time.

DrFirst pioneers software solutions and services that enable real-time access to patient data, improve communication and collaboration between the member's circle of caregivers and the health plan, and enhance the clinical view of the care record to help drive better health outcomes.

Customer Focus and Collaboration Is Everything

We serve over 104,000 physicians, major health plans, and 320+ EHR vendors by reducing administrative costs, increasing efficiencies, providing access to clinical information, and optimizing point-of-care coordination.

- Gaps in Care
- Smart Referrals
- Prior Authorization
- Care Estimator
- Lab Selection
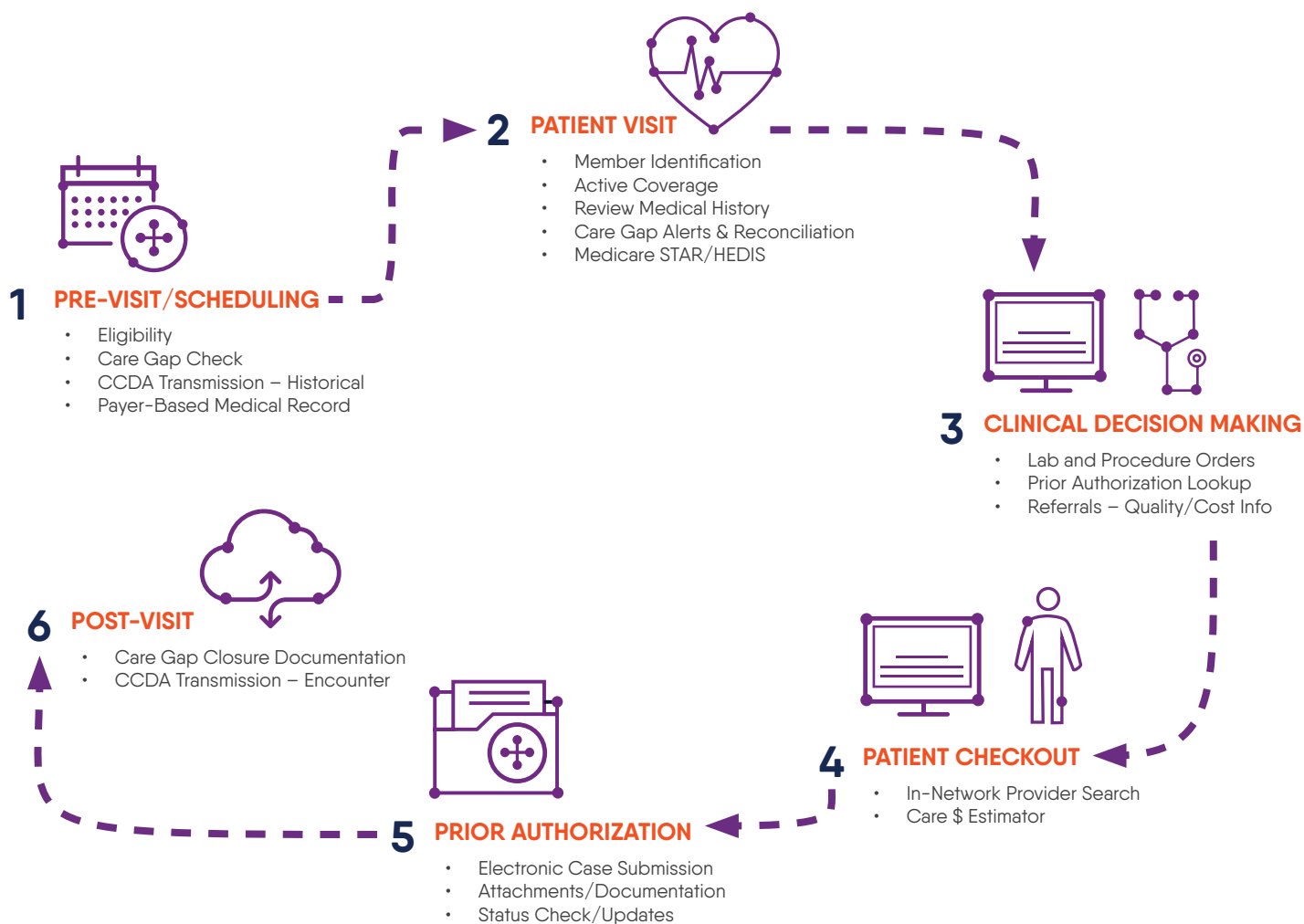- Payer-Based Health Record

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DrFirst®
Unite the **Healthiverse**®

Enrich Today's Encounter

1 PRE-VISIT/SCHEDULING
- Eligibility
- Care Gap Check
- CCDA Transmission – Historical
- Payer-Based Medical Record

2 PATIENT VISIT
- Member Identification
- Active Coverage
- Review Medical History
- Care Gap Alerts & Reconciliation
- Medicare STAR/HEDIS

3 CLINICAL DECISION MAKING
- Lab and Procedure Orders
- Prior Authorization Lookup
- Referrals – Quality/Cost Info

4 PATIENT CHECKOUT
- In-Network Provider Search
- Care $ Estimator

5 PRIOR AUTHORIZATION
- Electronic Case Submission
- Attachments/Documentation
- Status Check/Updates

6 POST-VISIT
- Care Gap Closure Documentation
- CCDA Transmission – Encounter

Provider Benefits
- Prior authorizations reduced or obviated
- Quality referral insights
- CAHPS & Medicare Star rating support
- Cost transparency

Member Benefits
- Lower-cost care
- In-network referrals
- Expedited prior authorizations
- Healthy dialogue
- Positive brand impression

Payer Benefits
- Encounter-based data integration
- Care gaps explained
- Payer health record shared
- CCDA extracted post-encounter