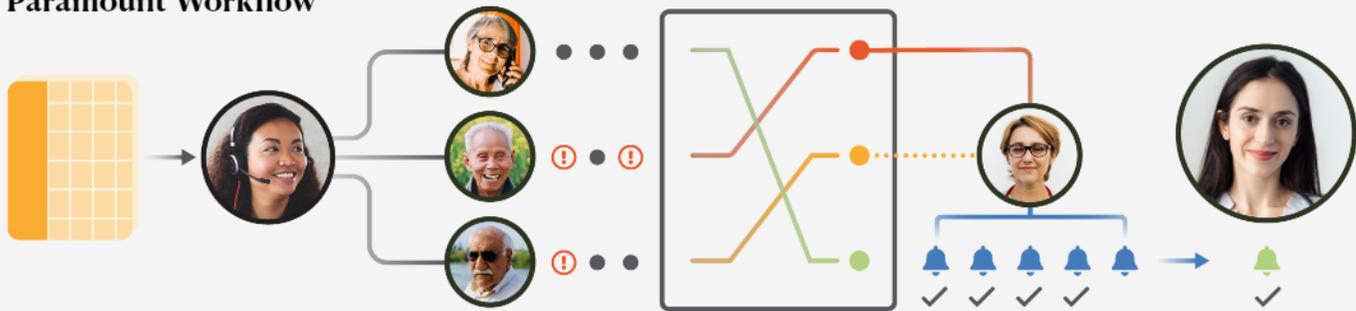


How Paramount Health Care Unifies Top-of-license Care and Scalable Outreach With Deviceless RPM

Effective care coordination for members requires timeliness, connectivity, and strong member engagement. Using Deviceless RPM combined with a team of Health Educators, Paramount drove a **187% increase in successful connection rates** for virtual interventions, while simultaneously supporting 890 members with chronic, behavioral, and social determinants of health challenges.

Paramount Workflow



Paramount

Sends lists of eligible Medicaid & Medicare members to CareSignal.

CareSignal

Engagement Specialists call members, gather consent, and enroll in program.

Members

Answer automated SMS and phone call prompts, sending in clinically-relevant data.

CareSignal

Categorizes at-risk members and triggers alerts in real-time.

Paramount

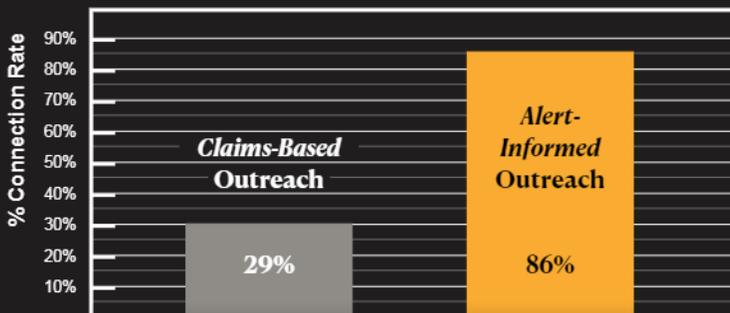
Health Educator monitors the dashboard, tasks alerts and statuses to available health educators.

Health Educators

Outreach to members, to provide support and resources when members need it most.

Real-time Data Enables Paramount to Support Members Efficiently & Effectively

Paramount Improved Its Member Connection Rate From 29% to 86%



Health Educators Cold Called Members Using Claims Data (3 Months Post-Issue)

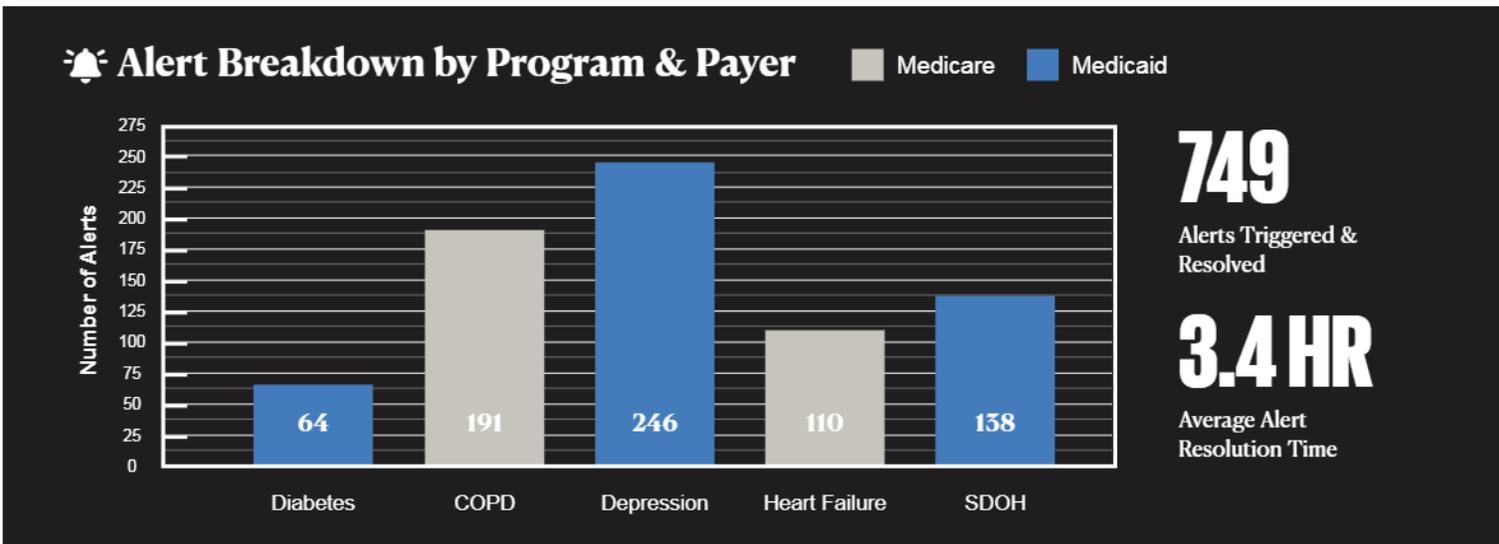
Health Educators Call After a CareSignal Alert Triggered (Within 24 Hours)

187% **2.5x**

Increase in successful connection rates for virtual interventions.

Members enrolled in CareSignal were more than 2.5x more likely to answer the phone and speak with a Health Educator when called.

Paramount and CareSignal Support Whole Member Health for Medicare and Medicaid Populations, Across Health Conditions



Member Story: Social Determinants of Health | Food Module

🔔 CareSignal Alert for SDoH
A member reported an urgent need for food. A Health Educator provided a

list of food pantries and 211 resources to the member. On follow-up call, the member voiced he received the list and although he has not used a food pantry he is planning on doing so soon.

Member states he is very appreciative of Paramount "looking out for him" and it's nice to know someone cares.

- **Maureen R Kratzer, RN**, Team Leader for Population Health, Paramount Health Care



Member Story: CHF

🔔 CareSignal Alert for CHF

A member had 5 lb weight gain overnight and shortness of breath with exertion. The member has been following a

vegetarian diet with no added salt. The member was not planning on notifying her physician of weight gain. She was talking quite a bit about her frustration not being able to lose weight.

As I got a more in-depth assessment, she mentioned retaining fluid in her abdomen and breast areas. I explained to her that Furosemide may not be the medication to help with that type of fluid retention and encouraged her to notify her cardiologist office. She called and they are going to speak to cardiology and hopefully avoid a visit to the ER.

- **Maureen R Kratzer, RN**, Team Leader for Population Health, Paramount Health Care

“CareSignal allows us to work smarter and to maximize benefit to members. We're calling members right when they need us; not following up on something that happened three months ago.”



- **Kathryn Kossow, MPH**, Director, Population Health, Paramount Health Care

Try CareSignal

Learn how to leverage Deviceless RPM at your organization. Try the Free Demo: crsg.n1/3PQGCmz