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Cx360

Integrated Behavioral Health EHR Platform

Overview

Core Solutions' Integrated Behavioral Health EHR Platform, Cx360, enables the transformation of the behavioral health experience by improving the provider to consumer relationship. Core's EHR capabilities help to strengthen the trust-based relationship between a provider and consumer by: simplifying the end-to-end behavioral health experience, delivering integrated care coordination, improving consumer engagement and streamlining accurate provider reimbursement.

In a single, integrated technology platform, Cx360 enables provider organizations to bring together:

Provider Front Office Management:

For consumers to quickly get access to the right care, Core's Cx360 enables the automation and streamlining of the consumer registration and intake processes. The automation of these processes, enable provider organizations to increase throughput, quickly identify the availability of staff resources and seamlessly communicate the consumer's information to their clinical, medical and financial teams.
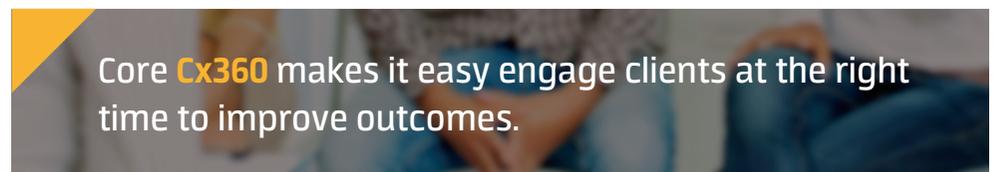
Key Features:

- Workflow-driven call center management
- Flexible client registration
- Criteria-driven appointment scheduling
- Streamlined referral management
- Automated eligibility verification
- Comprehensive benefit management

Key Benefits:

- Increase consumer satisfaction
- Increase consumer throughput
- Maximize resource availability
- Reduce duplicate data entry
- Increase service visit continuity
- Increase 1st pass service revenue capture

Provider Clinical and Medical Management:

The Provider to client relationship, is the most trusted relationship in healthcare. With Core Cx360, providers can strengthen that relationship with a 360° view of the client in a single record which documents the continuum of care. With increased visibility into a client's recovery plan, providers are able to better engage clients at the right time to improve outcomes. Cx360 is designed to give providers the decision tools they need to focus on care while reducing their administrative burden.

> Core **Cx360** makes it easy engage clients at the right time to improve outcomes.

Key Features:

- Intuitive user design streamlines clinical and medical workflows
- Configurable templates for assessments, diagnosis, treatment planning, progress notes, screening, etc.
- Integrated clinical and medical decision support libraries (e.g. Wiley, DSM-IV, ICD 9)
- Integrated eRx and eLab
- Integrated mobile application (iPad and Android)
- Automated clinical and medial alerts

Key Benefits:

- Increase provider adoption and satisfaction with personalization
- Reduce the administrative burden for clinical and medical documentation
- Increase the ease of outcome reporting
- Improve care continuity
- Increase consumer engagement and compliance
- Reduce duplicate data entry and processes

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Core's Provider Technology:

Core's Cx360 is designed to maximize flexibility, scalability and security, using the latest Microsoft .NET technology. The Cx360 Framework and architecture provide significant flexibility for your organization to make changes to the out-of-the-box functionality. Core recognizes that usability is one of the key factors driving the adoption and meaningful use of EHR systems. Cx360 was developed with a user-centered design process incorporating the information needs and preferences of different employees and clinicians.

Key Features:

- ONC-ATCB certified as a Complete Electronic Health Record Software
- Intuitive user interface design
- Configurable, guided data entry workflows
- Extensible business rules engine
- Flexible integration engine
- Built-in master data management
- Cloud and self-hosting

Key Benefits:

- Lower total cost of ownership (TCO)
- Increased data accuracy and reliability
- Enhanced downstream system integration
- Increased user adoption and satisfaction
- End-to-end visibility drivel elimination of process bottlenecks
- Improved regulatory compliance

SERVICE

BILL   DOCUMENT

Core Cx360
Integrated Behavioral Health EHR Platform

Increase client engagement, improve client preparedness and reduce the time spent on basic inquiries with Core Cx360.

Provider Revenue Lifecycle Management:

With the enforcement of new regulations and the shift towards quality-based reimbursement, provider revenue lifecycle management complexity has increased the administrative and reporting burden on providers. With Core Cx360, providers can seamlessly integrate the front office, clinical and financial processes in order to improve organizational performance and increase the predictability of reimbursements. These capabilities support a provider organization's need to successfully demonstrate outcomes to secure on-going grant funding and reimbursements from commercial payers.

Key Features:

- Ensure payer requirements: eligibility, authorizations, referrals and encounters
- Claims submission workflows (837, CMS 1500, UB04...)
- Pre-integration with clearinghouse
- Record receipts, write-offs and denials
- Electronic remittance advice (HIPAA 835)
- Pre-defined account receivables reports
- General ledger integration
- Configurable reimbursement dashboard analytics

Key Benefits:

- Less than 2% claims denial rate
- Increase charge capture rates
- Reduce days left outstanding
- Streamline managed care processes
- Increase payment transaction visibility
- Increase the ease of reporting to state, federal and payer organizations

Client Engagement and Communication:

When providers and clients have the ability to easily engage and communicate electronically it improves the care experience. This starts with standard electronic and printable forms that make it easy to inform clients about program information. To build upon this interaction we offer clinical and medical collaboration with ability to securely share electronic health information via our consumer online portal and mobile devices. Additionally we can leverage our extensive integration expertise to better utilize your consumer education and wellness information and make it readily available to your clients.

Key Features:

- Secure client portal
- Secure mobile connectivity
- Integrated point of service clinical questionnaires and surveys
- Multi-channel client communication
- Secure information exchange
- Third party client education integration

Key Benefits:

- Increase client engagement
- Reduce the time spent on basic inquiries
- Improve client preparedness
- Reduce consumer missed appointments