

## Melissa Garcia Writing Samples:

### Press Releases

- [HealthEdge Named in 2023 Gartner Hype Cycle](#)
- [Innovative New Tool Empowers Unprecedented Health Plan Efficiency](#)
- [55% of Healthcare Consumers Are Not Fully Satisfied with their Health Insurance](#)
- [HealthEdge Named Best Core Administrative Processing System of 2023](#)
- [HealthRules Payer Named Best in KLAS for Second Consecutive Year](#)

### Corporate Messaging

- [Brand Writing Guidelines](#)

### Proofreading & Copy Editing

- [2023 SaaS Award Submission](#)

### Media Coverage

→ See pages 2-8. Click on screenshots to view each article online.

### Social Media

→ See pages 9-50. Click on screenshots to view each post in platform.

## HealthEdge launches novel web-based plan configuration management tool

In its first year at Medica, HealthRules Promote supported more than 400 configuration projects and yielded an estimated \$750,000 cost savings, according to the company.

By [Andrea Fox](#) | August 22, 2023 | 10:19 AM



Photo: Adrienn/Pexels

Through a collaboration with Minnesota-based nonprofit health plan Medica, HealthRules Promote enables analysts to test configuration changes in minutes through a user-friendly web-based interface.

### WHY IT MATTERS

Medica needed to rapidly expand in eight states and teamed up with HealthEdge for infrastructure support, and codeveloped the tool to control and simplify administrative processes, and to save on time and costs, the companies said in today's announcement.

## How real-time benefit transparency is helping payers, providers and care managers

As the health care landscape evolves, the adoption of real-time benefit transparency will continue to play a vital role in maximizing the benefits of health plans.

By **Jennie Giuliany** | August 01, 2023 at 12:41 PM



Credit: fran\_kie/Adobe Stock

In recent years, consumers' sentiments around their health plans have shifted dramatically: people are increasingly worried about the soaring [costs of health care](#) and their financial obligations within their health plans, while in tandem expecting premium experiences with streamlined integrations that allow them to seamlessly navigate, make smart decisions, and actively participate in their own care management. We have seen many industries shift to a more personalized, digital business

# Personalizing Health Means Personalizing Health Insurance for Patient-Members – Learning from HealthEdge

BY JANE SARA SOHN-KAHN ON 22 AUGUST 2023 IN DESIGN AND HEALTH, DETERMINANTS OF HEALTH, DIGITAL HEALTH, HEALTH BENEFITS, HEALTH CARE INDUSTRY, HEALTH CONSUMERS, HEALTH COSTS, HEALTH ENGAGEMENT, HEALTH INSURANCE, HEALTH MARKETING, HEALTH PLANS, HEALTHCARE ACCESS, MONEY AND HEALTH, PATIENT ENGAGEMENT, PERSONALIZED MEDICINE, PHARMACEUTICAL, RETAIL HEALTH, SDOH, SHOPPING AND HEALTH, SOCIAL DETERMINANTS OF HEALTH, VALUE BASED HEALTH

## What Can Care Managers Do to Further Improve Member Satisfaction?

According to survey respondents who have been assigned a care manager, the top actions care managers can take to further improve member satisfaction include:



As patients assume more financial skin in their personal healthcare, they take on the role of demanding consumer, or "impatient patients." [HealthEdge's latest research into health consumers' perspectives](#) finds peoples' satisfaction with their health insurance plans lacking, with members seeking easier access their personal health information, high levels of service, and rewards for healthy behaviors.







# The Top 25 Sales Executives in Healthcare Technology of 2023

August 14, 2023



The Healthcare Technology Report is pleased to announce The Top 25 Sales Executives in Healthcare Technology of 2023. A liaison between an organization and clients, today's sales executives are instrumental in driving the success of a business. Their support and direction can be offered in various ways, including making sure their teams remain well-

informed and inspired to achieve their objectives. The men and women recognized on this year's list have the responsibility of supervising all sales-related tasks, which encompass evaluating, executing, and reporting on sales strategies aimed at increasing revenue and expanding their companies. In the healthcare technology sector, this growth not only directly translates to a greater number of patients receiving benefits, but also to a healthier, happier society.



## 17. Matt Francis

Company: HealthEdge

Title: Senior Vice President of Sales

Matt Francis is the Senior Vice President of Sales at HealthEdge, a company that connects health plans, providers, and patients with end-to-end digital technology solutions to support new business models, reduce administrative costs, and improve health

outcomes. With more than 2,000 employees, their growing portfolio of products (HealthRules® Payer, Source, GuidingCare, and Wellframe) provides professionals with opportunities to make a global impact in healthcare.

Francis first joined the company in 2022. Previously, he was a head of payer sales at Edifecs; and before that a VP of sales at Cognizant. Earlier in his career, Francis worked with Foundation Health/healthnet as a VP. He earned an undergraduate degree in business administration and management from Loyola Marymount University.



by **Dan Roberts**  
Contributing writer

## 5 CIOs on building a service-oriented IT culture

Feature

Apr 13, 2023 • 13 mins

Digital Transformation

IT Leadership



Service excellence is vital and requires a new mindset and an emphasis on different skills, mission, and metrics that many IT leaders still struggle with.

Executing on that principle requires IT professionals to be fully dialed in to mission and purpose. “It’s really easy to say, ‘I’m just writing code. I’m just processing an eligibility file,’” HealthEdge’s Ghent notes. “To humanize the experience, our engineers have to recognize that everything they do is making a better healthcare system for individuals.”



RENEE GHENT, SVP OF CUSTOMER OPERATIONS, HEALTHEDGE

CREDIT: HEALTHEDGE

That’s what brings the emphasis back to impact. When IT professionals proactively look for ways to better serve and address client needs, they not only build up stronger connections with their business partners; they also tend to get brought in early on in the decision-making process — instead of at the last minute when they’re relegated to clean-up crew.



# The Future of SaaS and Its Unique Value to Healthcare

By **Alan Stein** Published On: March 21st, 2023 Categories: **SaaS, Thought Leadership**

*By Alan Stein, Chief Commercial Officer of HealthEdge, shortlisted for the Best Product for Healthcare category at The SaaS Awards 2022*

*As SaaS continues to gain popularity, the benefits and data to support integration speak for themselves*

It is no surprise that the healthcare industry has catching up to do when it comes to administration and coordination advancements. The complexity and historically antiquated and siloed aspect of the healthcare industry **produces a need for technology** to better serve organizations and patients alike.

In terms of innovation, software as a service (SaaS) has taken the healthcare industry by storm. The state of SaaS in the healthcare sector within the last few years has seen tremendous growth. According to a recent Gartner report, SaaS still dominates one of the biggest market segments amongst cloud services and reached \$176.6 billion in end-user spending in 2022.





# Healthcare AI and Automation: Good or Bad?

🕒 February 27, 2023   👤 John Lynn   📖 21 Min Read



John Lynn



Share This!

There are so many challenges that we are currently facing in the world of healthcare, that possibly adding another one is overwhelming to think about. **AI automation** is still so new that it's hard to tell what the exact impact will be. On one hand the automation will solve a lot of problems. It can stop a lot of human error and take mundane tasks off of healthcare's shoulders. Thus helping lift the burden that so quickly leads to burnout. However, where does the automation end? The thought that a computer can do your job for you makes a lot of people worried that it lead to them being replaced.

So let's talk this out: is AI automation a good thing that will help or will it cause more problems? We reached out to the beautiful Healthcare IT Today Community to hear the different lines of thinking on automation. Check out what they had to say down below!

## Bobby Sherwood, Senior Director of Product Management, GuidingCare at **HealthEdge**

Automation is the ideal mechanism for driving user efficiency, especially for common, repetitive tasks such as data entry, workflow management, and decision making. Take prior authorizations as an example, where for many requests the workflow can be completely automated from end-to-end. Submission requirements, data validations, determinations, and notifications can easily be automated using basic rules engines. Improving the user efficiency of our care management application, GuidingCare, is a primary focus for HealthEdge and our health plan customers. Exploring automation opportunities to achieve this is always the first option because it completely removes work from the system. As we introduce more automation capabilities into GuidingCare, we focus on ensuring that customers can adopt them to meet their specific needs and workflows.





**HealthEdge**  
90,062 followers  
10mo • 🌐



A new configuration tool makes it easy to manage complex [#healthplan](#) offerings across multiple business lines. HealthRules Promote enables plans to test configuration changes in minutes through a user-friendly web-based interface. HealthEdge developed the first-of-its-kind application through a unique collaboration with Minnesota-based nonprofit health plan [Medica](#), which needed an efficient way to manage administrative processes while rapidly expanding into eight states.

The time- and cost-saving tool made industry headlines with its official launch this week. Read more in [Healthcare IT News](#):  
<https://ow.ly/u1mZ50PCo64> ✓



### HealthEdge launches novel web-based plan configuration management tool

[www.healthcareitnews.com](http://www.healthcareitnews.com)



You and 53 others

1 comment • 6 reposts

### Reactions



+46



HealthEdge

90,062 followers

10mo • 🌐



New research reveals that only 45% of today's healthcare consumers are fully satisfied with their health insurance. More than 2,800 people with all different types of health plans participated in our independent study gauging [#healthcare](#) consumer preferences, perceptions and expectations.

Survey responses suggest 55% of members want more from their [#healthplan](#) — signaling shortcomings in payers' ability to deliver [#personalizedcare](#). Findings point to five actions plans can take to improve [#membersatisfaction](#). The data also highlights key differences by member age group and payer line of business.

See detailed findings in this full report: <https://ow.ly/KRtr50PA9ia> ✓



### Consumer Survey Satisfaction Insights Report 2023

healthedge.com



You and 29 others

6 reposts

#### Reactions



+22



**HealthEdge**

90,145 followers

10mo • Edited •



A new report by health analytics leader [Elsevier](#) describes how growing [#patientempowerment](#) is changing demands on doctors and nurses. Health Populi blogger and industry advisor [Jane Sarasohn-Kahn](#) looks at research and recommendations from HealthEdge to help [#healthcare](#) stakeholders "support patients, consumers, caregivers and all health citizens in their self-care, empowerment and ultimately member satisfaction." <https://ow.ly/xhz350PLFI>

[#digitalhealth](#) [#payers](#) [#healthtech](#) [#memberexperience](#) [#digitaltransformation](#)

Clinician of the Future 2023  
Elevating global voices in healthcare



Health | Clinician of the Future

The Clinician of the Future: A Partner for Health, Access, Collaboration, and Tech-Savviness - HealthPopuli.com

[healthpopuli.com](https://healthpopuli.com)



You and 8 others

3 reposts

### Reactions





HealthEdge

90,145 followers

10mo • 🌐



You don't have to be a programmer to run [#digitalhealth](#) plans like a pro. Instead of relying on complex configurations and custom code, HealthRules® Payer lets you build and run [#healthplans](#) easily and intuitively. With the patented, English-like HealthRules Language, you define the rules, terms and logic — empowering transparency, efficiency and accuracy like no other [#coresystem](#). Learn more: <https://ow.ly/xkrh50PKfE3> ✓



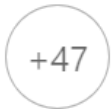
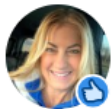
### HealthRules Language Data Sheet

[learn.healthedge.com](https://learn.healthedge.com)

👍 You and 54 others

1 comment • 6 reposts

### Reactions







**HealthEdge**

90,161 followers

10mo • 🌐



Expanding [#transparencyincoverage](#) requirements give [#healthplan](#) members the power to compare out-of-pocket costs between providers, see negotiated contract pricing and make informed [#healthcare](#) choices. HealthEdge's HealthRules® Payer makes it simple for [#payers](#) to deliver the right information, build trust and put members' needs first. Here's how: <https://ow.ly/NVgx50PjPWZ> ✓

[#pricetransparency](#) [#benefitstechnology](#) [#compliance](#) [#coresystem](#) [#API](#)



**Embracing Pricing Transparency in Healthcare:  
Empowering Health Plans with the Price Comparison Tool**

[healthedge.com](https://healthedge.com)

You and 10 others

3 reposts

### Reactions



+3



HealthEdge

90,145 followers

11mo • 🌐



What matters most to today's #healthplan members? We asked 3,000 of them to find out. Hear survey results this Thursday, August 10, in our AHIP webinar.

Register now: <https://ow.ly/uQPM50PrbX0> ✓

#memberexperience #consumersatisfaction

# AHIP Webinar

Satisfying Your Members as Consumers:  
What Matters Most Today



## Speakers



**Christine Davis**

Sr. Vice President,  
Marketing  
HealthEdge



**Jennie Giuliani**

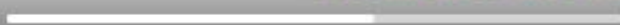
Lead Clinician,  
Client Management  
HealthEdge GuidingCare



**Rachel Krasnow**

Sr. Product Marketing  
Manager  
HealthEdge GuidingCare

**HEALTHEDGE**  
BECOME A DIGITAL PAYER



0:03

1x



You and 52 others

7 reposts

## Reactions





**HealthEdge**

90,147 followers

11mo •



Next-generation technology takes informed decision-making to a new level. In this [BenefitsPRO](#) article, HealthEdge's [Jennie Giuliani](#) explains how real-time benefit transparency is transforming [#healthcare](#) for payers, providers and patients. <https://ow.ly/GINw50Pr5kX>

## How real-time benefit transparency is helping payers, providers and care managers

*As the health care landscape evolves, the adoption of real-time benefit transparency will continue to play a vital role in maximizing the benefits of health plans.*

By Jennie Giuliani | August 01, 2023 at 12:41 PM



**Real-time benefit transparency**  
is transforming the healthcare industry  
by meeting the growing demand for  
informed decision-making and  
improved patient outcomes.

**Jennie Giuliani, R.N.**

Lead Clinician of Client Management  
HealthEdge® GuidingCare®

HEALTHEDGE



You and 41 others

2 reposts

Reactions



+34



HealthEdge

90,148 followers

11mo • Edited •



Congratulations to [Matt Francis](#), senior vice president of Sales at HealthEdge — named one of The Top 25 Sales Executives in Healthcare Technology of 2023! [The Healthcare Technology Report](#) recognition honors Francis for his work growing HealthEdge and its direct impact on increasing the number of patients receiving [#healthcare](#) benefits. <https://ow.ly/c9Zz50PkXHv> ✓



The  
Healthcare  
Technology  
Report

The Top 25  
Sales Executives in Healthcare Technology <sup>2023</sup>



**Matt Francis**  
Senior Vice President, Sales  
HealthEdge®

HEALTH  
EDGE

BECOME A DIGITAL PAYER

You and 145 others

71 comments • 2 reposts

Reactions







HealthEdge

90,148 followers

11mo • 🌐



Go ahead. Ask the competition if they can...

⇒Combine pricing and editing in a single instance to pay claims correctly the first time.

⇒Upgrade content and infrastructure automatically every two weeks.

⇒Shift the industry toward fixing payment errors before they happen rather than profiting from them when they do.

See what we've been doing all along with HealthEdge

Source: <https://ow.ly/f31c50Pt8ar> ✓

#powertothepayers #challengingthestatusquo

Don't just simplify payment integrity.  
Choose the right partner to revolutionize it.



HealthEdge® Source

HEALTHEDGE



You and 85 others

2 comments • 10 reposts



**HealthEdge**  
90,149 followers  
11mo • 🌐



HealthEdge Source isn't about doing payment integrity better. It's about paying claims more accurately the first time.

Our technology is what makes that possible.

Discover the benefits of a single platform over traditional vendors in this eBook: <https://ow.ly/9H5h50Pfv1M> ✓

#powertothePAYERS #challengingthestatusquo

## THE MODERN APPROACH TO PAYMENT INTEGRITY WITH HEALTHEdge® SOURCE

### Five key criteria



**HEALTHEDGE**

👍 You and 45 others

9 reposts

#### Reactions





HealthEdge

90,150 followers

1yr •



The future of payment integrity is here.

The traditional claims editing approach...

- ↓Limits transparency
- ↓Uncovers the same issues month after month
- ↓Is not designed for cloud-based delivery
- ↓Lacks the flexibility to make updates to edits quickly

We're empowering payers with technology to pay claims accurately the first time. See how HealthEdge Source stacks up against traditional claims editing vendors:

<https://ow.ly/Om3p50PbV1c>

#powertothePAYERS #challengingthestatusquo

HEALTHEDGE

Let's set the record straight.



Traditional Claims Editing Vendors



HealthEdge® Source



Limited transparency prevents visibility into root-cause issues



Full transparency shows root-cause issues you can correct upstream



Primarily on-premise solution not designed for the cloud



Built for cloud-based delivery with automatic, hands-off updates



Lacks the flexibility to quickly make edits to updates



Lets you create custom edits and see results within minutes



Unable to assess how changes may impact your business



Modeling of edits and fee schedule changes to assess impacts in real time



Rip-and-replace approach introduces risk and disrupts your workflow



Easily introduce Source into workflow to scale and solve for long-term needs



You and 37 others

8 reposts



HealthEdge

90,155 followers

1yr • 🌐



Legacy technology can't keep up with today's demands.

Traditional claims editing vendors serve up the same problems again and again—leaving payers stuck paying for errors they can't fix. We have a proven track record of addressing root-cause issues and helping payers in-source functionality.

See why 59% of plan leaders' top [#paymentintegrity](#) goal is to meet their own needs in house: <https://ow.ly/Scen50OVnLL> ✓

[#powertotheplayers](#) [#challengingthestatusquo](#)

## TOP PAYMENT INTEGRITY GOALS

59%

IN-SOURCE PAYMENT INTEGRITY

53%

DRIVE ANALYTICS FOR BETTER DECISIONS

53%

INCREASE INTEROPERABILITY

50%

REDUCE OPERATING COSTS

50%

SHIFT FROM POST-PAY TO PRE-PAY

35%

REDUCE VENDOR DEPENDENCY

HEALTHEDGE



You and 46 others

10 reposts

Reactions



+39





**HealthEdge**

90,155 followers

1yr • Edited •



**Centers for Medicare & Medicaid Services'** new 2023 regulations brought big changes to **#MedicareAdvantage** plans covering dual eligibles—members who qualify for both Medicare and Medicaid. Unlike before, patient co-pays, deductibles and co-insurance portions paid by **#Medicaid** now count towards dual-eligible members' out-of-pocket maximum, tasking **#payers** with picking up 100% of the **#healthcare** tab sooner. Our next-generation **#coreadministration** platform gives **#healthplans** the power to turn mandate woes into competitive advantages. HealthEdge Regulatory Compliance Manager **Maggie Brown** explains how:

<https://ow.ly/knaE50OTcG> ✓



**4 Changes in the 2023 Final Rule that Every D-SNP Health Plan Should Know**

healthedge.com

You and 18 others

4 reposts

### Reactions



+11



**HealthEdge**

90,155 followers

1yr • Edited •



A new survey of 2,800+ [#healthcare](#) consumers reveals significant gaps in the needs and expectations of today's [#healthplan](#) members. Join HealthEdge's [Christine Davis](#), [Jennifer Giuliany](#) and [Rachel Krasnow, MBA](#) for an interactive [Association for Community Affiliated Plans \(ACAP\)](#) webinar on Tuesday, 6/27, to learn how [#payers](#) can improve [#memberexperience](#) and satisfaction. Register:

<https://ow.ly/S1pk50OT3CA> ✓



**ACAP**

Association for Community  
Affiliated Plans

# Webinar

JUNE 27, 2023



Understanding Your Medicaid and Dual-Eligible  
Members as Consumers: What Matters Most Today

## Speakers



**Christine Davis**

Sr. Vice President,  
Marketing

HealthEdge



**Jennie Giuliany**

Lead Clinician,  
Client Management

HealthEdge GuidingCare



**Rachel Krasnow**

Sr. Product Marketing  
Manager

HealthEdge GuidingCare

**HEALTHEDGE**  
BECOME A DIGITAL PAYER



You and 46 others

3 reposts



**HealthEdge**

90,155 followers

1yr •



Are you using data to fill gaps in care? Here's how [#advancedanalytics](#) help [#healthplans](#) identify [#socialdeterminantsofhealth](#) to deliver the right resources at the right time:

<http://ow.ly/99EH50OI2li>



**GuidingCare Population Health Management**

healthedge.com



You and 30 others

1 repost

### Reactions





HealthEdge

90,155 followers

1yr • 🌐



What makes the best companies, products and services? The best people! 2023 marks our fourth year in a row to be recognized among the [#bestandbrightest](#) companies to work for in the nation. This year, we scored in the top 101.

Learn how HealthEdge is driving a digital transformation in healthcare: <http://ow.ly/fmVw50Oqyg> ✓



**HEALTHEDGE**  
**BEST AND BRIGHTEST®**  
**COMPANIES**  
**TO WORK FOR**  
**TOP 101 IN THE NATION**  
**WINNER 2023**



You and 140 others

1 comment • 25 reposts





HealthEdge

90,155 followers

1yr • 🌐



Claims modeling helps #healthplans make decisions driven by data. Here's how our "what if" modeling turns historical claims data into insights that lead to better contracts: <http://ow.ly/i0Oz500h69Y> ✓

HEALTHEDGE

## Source Claims Modeling

Rapid decision-making



Department consistency



Accurate forecasts



Efficient contracting



Simple configuration



Lower costs



You and 38 others

10 reposts

Reactions



+31



HealthEdge

90,156 followers

1yr • Edited •



We're honored [MedTech Breakthrough](#) awarded HealthEdge as the Best Core Administrative Processing System of 2023! "HealthRules from HealthEdge is a complete ecosystem of solutions that deliver value and a path forward. By providing a single set of healthcare solutions to manage all of an organization's complex needs, HealthRules helps to prepare for the future while making it easy to navigate the digital transformation of healthcare. Congratulations on being our pick for the 'Best Core Administrative Processing System' award," said James Johnson, managing director of MedTech Breakthrough. The independent market intelligence organization selected HealthEdge from more than 4,000 nominations.

<http://ow.ly/tbsl50Of8n7> ✓

#innovation #medtech #healthplans #digitalhealth

**HEALTHEDGE**  
BECOME A DIGITAL PAYER



**BEST CORE ADMINISTRATIVE  
PROCESSING SYSTEM**



You and 99 others

6 reposts

Reactions





**HealthEdge**

90,156 followers

1yr • 🌐



The environmental conditions around us—such as safe housing, access to nutritious foods and job opportunities—have a major impact on our health. [#Healthplans](#) that incorporate [#socialdeterminantsofhealth](#) into care plans can improve health outcomes, reduce healthcare costs and promote [#healthequity](#). Here's how: <http://ow.ly/h1Yt50Ob7n9> ✓ [#digitalhealth](#) [#SDOH](#)



### How to Systematically Integrate Social Determinants of Health into Care Management Programs

healthedge.com



You and 29 others

2 reposts

#### Reactions



+22



**HealthEdge**

90,156 followers

1yr • Edited •



As healthcare rapidly adopts new technologies, something crucial is lacking. HealthEdge GuidingCare VP of Product Development **Bobby Sherwood** shares three considerations for [#healthplans](#) prioritizing [#interoperability](#) in [Electronic Health Reporter](#): <http://ow.ly/qwOi50OaLpr>



### 3 Interoperability Considerations For Health Plans - Electronic Health Reporter

[electronichealthreporter.com](http://electronichealthreporter.com)



You and 117 others

1 comment • 3 reposts

#### Reactions





HealthEdge

90,159 followers

1yr • 🌐



A 2023 survey of [#healthplan](#) leaders finds [#paymentintegrity](#) is shifting from a departmental approach to an enterprise-wide priority. See survey results and hear from HealthEdge Source EVP & GM Ryan Mooney in this [AHIP](#) webinar: <http://ow.ly/aRHT50NQYxv> ✓



### New Research in Payment Integrity Reveals a Paradigm Shift is Underway

ow.ly

You and 38 others

4 reposts

#### Reactions



+31





HealthEdge

90,159 followers

1yr • Edited •



In the latest episode of [Becker's Healthcare](#) Podcast, HealthEdge CEO [Stephen Krupa](#) explains how [#healthplans](#) can use [#technology](#) and [#automation](#) to fill the gaps in [#valuebasedcare](#). Listen here: <http://ow.ly/S9rS50NUuPF> ✓

# BECKER'S HEALTHCARE PODCAST



WITH  
STEPHEN KRUPA

there's an asymmetry of  
information, that information really

You and 57 others

2 reposts



**HealthEdge**

90,159 followers

1yr • Edited •



Plans can now embrace the insights and early intervention genetic testing provides members without wreaking havoc on payment processes. Here's how HealthEdge's Source and **Concert** are helping payers improve genetic test edit accuracy and automation: <http://ow.ly/TLOJ50NQGfl>



### Simplify Genetic Test Claim Complexities with Concert Genetics and Source

[ow.ly](http://ow.ly)



You and 26 others

1 repost

#### Reactions



+19



**HealthEdge**

90,159 followers

1yr •



Want to make members happier with their health plan? Pay their claims right the first time. Prospective [#paymentintegrity](#) helps payers catch pricing problems before mistakes are made: <http://ow.ly/Jbq750NPrRX>



The Key to Improving the Member Experience Through Improved Payment Integrity

[healthedge.com](http://healthedge.com)



You and 13 others

2 reposts

### Reactions



+6



## HealthEdge

90,160 followers

1yr • Edited •



Akron, Ohio-based community health insurance partner [SummaCare](#) truly listens to customers. "But what really sets us apart is our ability to use modern technology to help us put our ideas into action fast," said [Melissa Rusk, CLSSBB, CPC](#), vice president of operations. "Products like HealthEdge Source really give us that edge." Here's more on the secret—and system—behind the company's success: <http://ow.ly/oZEC50NOb9u> ✓



### SummaCare & Source: A Long-Term Partnership for Success

ow.ly

You and 49 others

4 reposts

#### Reactions



+42



HealthEdge

90,160 followers

1yr •



We're [#honored](#) by the [#BestinKLAS](#) recognition at last night's awards show. Our gratitude goes to the hard-working team of talented professionals behind the accolade and the many customers who count on HealthRules Payer to power today's [#healthplans](#).



You and 107 others

1 comment • 11 reposts

### Reactions







**HealthEdge**

90,160 followers

1yr • Edited •



Today's most successful leaders recognize that what organizations deliver is just as important as how they deliver it. [Renee Ghent](#), senior vice president of customer operations at HealthEdge, explains how sharing customer feedback can connect teams with a stronger sense of purpose, boost pride in their work and drive a service-oriented culture. "To humanize the experience, our engineers have to recognize that everything they do is making a better healthcare system for individuals," Ghent said. Read more in [CIO Online](#): <http://ow.ly/nmWa50NJJ86>



**5 CIOs on building a service-oriented IT culture**

[cio.com](#)



You and 11 others

1 repost

### Reactions



+4



**HealthEdge**

90,161 followers

1yr • Edited •



A 2023 market guide from [Gartner](#) urges [#healthplans](#) to modernize their technology, naming HealthEdge a representative vendor in [#caremanagement](#) solutions. GuidingCare RN Lead Clinician of Client Management [Jennifer Giuliany](#) shares three top tips for choosing the right system: <http://ow.ly/hCcx50NE1zb>



### Three Things Every CIO Should Consider When Evaluating Care Management Solutions

[healthedge.com](http://healthedge.com)

You and 18 others

4 reposts

#### Reactions



+11



**HealthEdge**

90,161 followers

1yr • 🔒



A performance report by [KLAS Research](#) shows straight A's for Source across all key performance indicators. See why [#healthplans](#) count on HealthEdge for [#paymentintegrity](#): <http://ow.ly/6xEp50NyfAR> ?

HEALTHEDGE

# Source

Supports  
integration  
goals

A

(n=8)

Product  
has needed  
functionality

A-

(n=8)

Executive  
involvement

A

(n=8)

Likely to  
recommend

A

(n=8)



Performance Report

February 2023

You and 20 others

5 reposts

Reactions



+13



**HealthEdge**

90,161 followers

1yr • 🔒



What do you get when you combine best-of-breed applications for [#ClaimsAdministration](#) and [#CareManagement](#)? A streamlined solution for [#valuebasedcare](#). See how seamless connectivity enables workflow efficiency and comprehensive care planning that lead to healthier members. <http://ow.ly/ESpa50NutJs> ✓



### Care Payer Integration

[learn.healthedge.com](http://learn.healthedge.com)



You and 55 others

8 reposts

### Reactions





HealthEdge

90,161 followers

1yr •



Today's rapidly changing industry requires health plans to be nimbler than ever before. See how an open and flexible [#caremanagement](#) system transforms healthcare. <http://ow.ly/j8NA50NtqfN> [#interoperability](#)

HEALTHEDGE

# Transforming Healthcare: The Role of Open and Flexible Care Management Systems

Why is interoperability important?



You and 40 others

3 reposts

Reactions



+33





**Melissa Garcia** • You

brand story innovator | product messaging mastermind | corporate communica...  
1yr • 🔒



SaaS has taken [#healthcare](#) by storm—and the [#administration](#) side of the industry is starting to catch up. [Alan Stein](#), chief commercial officer at [HealthEdge](#), gives a glimpse into what's ahead for [#healthplans](#) that embrace [#digitaltransformation](#).



**The Cloud Awards**

713 followers

1yr • 🔒

Very interesting insights from [HealthEdge](#) about SaaS in [#healthcare](#) in our article: <https://lnkd.in/drdtiaTC> ✓



**The Future of SaaS and Its Unique Value to Healthcare**

[cloud-awards.com](https://cloud-awards.com)



**HealthEdge**

90,161 followers

1yr • 🌐

...

A new rule proposed by the Centers for Medicare & Medicaid (CMS) turns to technology to streamline prior authorizations, reduce provider burnout and prevent delays in care. Here's how interoperability can make the process less painful: <http://ow.ly/sGIS50No7fe> ✓



👍 You and 30 others

5 reposts

### Reactions



+23



HealthEdge

90,161 followers

1yr • 🌐



Did you know our third-party partner solutions are seamless within the Source workflow? Check out the advantages of an integrated ecosystem: <http://ow.ly/ruNP50NkyWV> ✓ #PaymentIntegrity

HEALTHEDGE

Source: Third-Party Partnerships

# Advantages of an Integrated Ecosystem



## OUR INNOVATIVE APPROACH RESULTS IN:

- ✓ Increased operational efficiency
- ✓ Reduced administrative costs
- ✓ Improved payment accuracy

👍 You and 27 others

7 reposts

### Reactions



+20



HealthEdge

90,162 followers

1yr • 🌐



Heading to the Big Easy for this year's Western Operations Conference? Visit our booth to learn how [HealthEdge](#) is driving a digital transformation in [#healthcare](#). <http://ow.ly/Mm2a50Nelxf> ✓

HEALTHEDGE

Visit our booth



March 26-29, 2023

New Orleans, Louisiana

You and 22 others

4 reposts

Reactions



+15





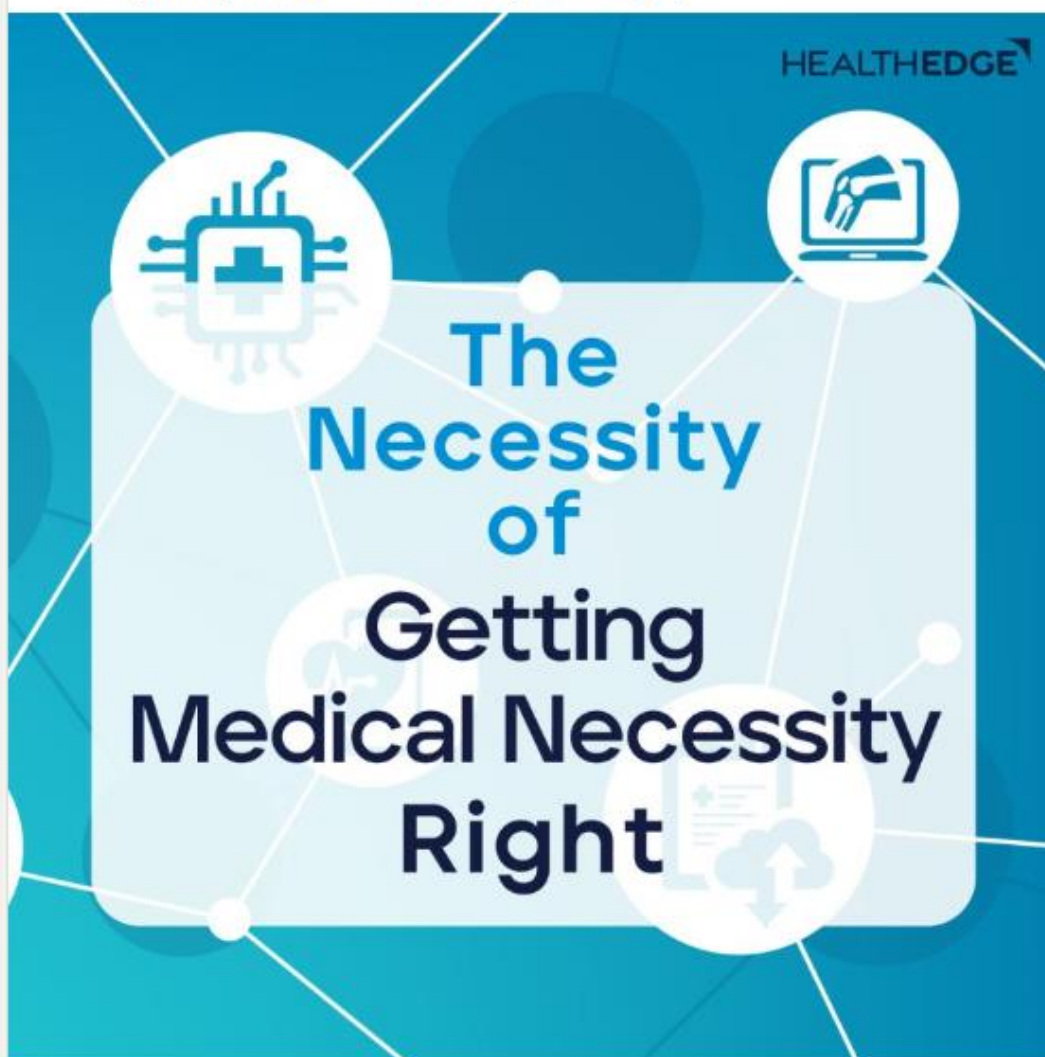
**HealthEdge**

90,164 followers

1yr •



Medical necessity is one of the hardest things for both payers and providers to get right—and one of the most important. "Getting it right means providers are reimbursed accurately the first time, patients receive the appropriate level of care, and payers minimize overhead costs associated with claims review and rework," said Carl Anderson, senior product manager of HealthEdge's Source. Read how Source + [MediQuant](#) integrations are helping health plans get it right the first time. <http://ow.ly/kwXJ50NbGle> [#PaymentIntegrity](#)



You and 23 others

2 reposts

Reactions







HealthEdge

90,164 followers

1yr • Edited •



Improving efficiency is one of the biggest needs our solutions address. [Bobby Sherwood](#), senior director of product management at HealthEdge GuidingCare, explains how [#automation](#) reduces repetitive tasks in the health plan workflow: <http://ow.ly/WeS150N6vZS> ✓



You and 48 others

3 reposts

Reactions



+41



HealthEdge

90,164 followers

1yr •



We appreciate all the kind words around the recent accomplishments of our HealthRules Payer and Source solutions. It's an honor to be recognized by [KLAS Research](#) and our partners, who trust [HealthEdge](#) as the foundation for their digital transformation. [#BestinKLAS](#)

HEALTHEDGE

# HealthRules® Payer

Ranked #1 by KLAS

2023

## Best in KLAS

Second year in a row!

**BEST IN KLAS®**  
CLAIMS & ADMINISTRATION PLATFORMS (PAYER)  
2023

**BEST IN KLAS®**  
PAYER CLAIMS & ADMINISTRATION PLATFORMS  
2022

You and 101 others

1 comment • 9 reposts

Reactions



+94



HealthEdge

90,164 followers

1yr • Edited •



Demand for [#CustomerCentricity](#) is no longer limited to retail. [Health Payer Specialist](#) interviewed HealthEdge Chief Commercial Officer [Alan Stein](#) on why a seamless healthcare journey starts with the payer. Learn about our ecosystem of solutions: <https://lnkd.in/eWtRWx3H> ✓

“Companies still relying on legacy infrastructure will need to shift to keep pace in the industry and adapt to what is quickly becoming a member-centric market,” Stein said.

“Health plans should continue to place their investments in technology to digitize workflows and rely on data as the backbone of how they interact with members.”



**Alan Stein**

Chief Commercial Officer | HealthEdge

in

**health payer  
specialist**

**HEALTHEDGE**



You and 35 others

3 reposts

Reactions



+28





HealthEdge

90,164 followers

1yr • 🌐



We're excited to share HealthEdge earned a spot in [The Healthcare Technology Report's](#) Power 500 Healthcare Technology Companies of 2023! The list honors this year's most important and innovative companies in [#HealthcareTechnology](#). <http://ow.ly/bIIT50MAiAg> ✓



You and 92 others

2 comments • 12 reposts

### Reactions



+85



**HealthEdge**

90,164 followers

1yr • 🌐



Covering more than 76 million lives with 105 clients in 48 states, our integrated ecosystem is transforming healthcare. We're humbled by all who put their trust in HealthEdge to deliver transformational outcomes in 2022. We can't wait to accelerate the [#DigitalTransformation](#) even more in 2023.



You and 105 others

1 comment • 16 reposts

### Reactions



+98





HealthEdge

90,165 followers

1yr •



Today's health plan members expect more from their plans than ever before. Adam Kacenjar, chief of staff at **HealthEdge** GuidingCare, explains how payers are creating "the Amazon experience" in **#healthcare** to reduce costs, improve health outcomes and raise patient satisfaction.

<http://ow.ly/BUxh50MbJ24>

# HEALTHEDGE

**Adam Kacenjar** | Chief of Staff, GuidingCare

**Creating 'the Amazon Experience' in Healthcare**



You and 117 others

3 comments • 4 reposts

## Reactions

