

For Salesforce® Health Cloud

A ROBUST PLATFORM

CareIQ for Health Cloud provides efficient best-practice workflows that leverage fully integrated evidence-based guidelines, assessments and recommendations that inform critical decision support to ensure compliance and personalized patient care. This is done all while enhancing payer-provider communication and automating previously manual, time-consuming processes. With CareIQ, organizations empower patients to take charge of their health and ensure appropriate care, while managing risk.

Cadaly's leverages deep expertise and powerful healthcare research, data and analytics from industry-leading channel partners to deliver a holistic solution to improve patient experience and outcomes across four mission-critical areas. These actionable, data-driven insights and decision-making capabilities extend the power of Salesforce Health Cloud and Salesforce Service Cloud.

CARE MANAGEMENT

- Evidence-based assessment and care plan workflows
- Reduce length of stay, readmissions and administrative costs

UTILIZATION MANAGEMENT

- Ensure appropriate care
- Streamline authorizations
- Save members money and time



TRIAGE/SYMPPTOM CHECKER

- Guided symptom checker for clinical and non-clinical users
- AI-driven assessment and decision support
- Increase Telehealth utilization



POPULATION HEALTH MANAGEMENT

- Outreach, engage and enroll
- Identify right patients with most impactability
- Improve care performance and effectiveness



Built On The SALESFORCE® PLATFORM

The core of the CareIQ technology leverages MCG's evidence-based care guidance within Salesforce Health Cloud®, eliminating the need to toggle between multiple software applications for seamless care planning and utilization management. Enhanced by Infermedica's artificial intelligence engine for triage and Geneia's predictive population health analytics, CareIQ offers out-of-the-box automation, workflows and collaboration features that deliver rapid time-to-value and ROI for stakeholders invested in the modern digital patient journey. Payers and providers can focus their highest-cost resources on the highest priority/highest value tasks, while increasing caseload efficiency and improving member engagement.

The benefits of CareIQ for Health Cloud are numerous:

IMPROVE
CMS Stars & HEDIS



REDUCE
Readmissions



MINIMIZE
Redundancies



IMPROVE
Member Satisfaction

