



CARE  
MANAGEMENT

PROVIDER RESOURCE  
NETWORKING

PATIENT SAFETY &  
RISK MANAGEMENT

QUALITY  
MANAGEMENT

DASHBOARDS & DATA ANALYTICS

## MorCare<sup>TM</sup> Care Management

**Collaborate to ensure safe transitions and value across the continuum**

Our solutions enable you to meet the challenges of care management across the continuum, including population health – such as chronic disease and outcomes management.

All MorCare solutions can stand alone or integrate with our other enterprise solutions to support effective, efficient operations and reporting. We are EHR agnostic, and scalable to any organization's size.



## OUR SOLUTION SUITE

### MorCare Care Management

High-performing care management programs are critical to achieving success in effectively managing patients through the care continuum. These programs drive efficiencies of care, improve the accuracy and safety of care transitions, and promote follow-up with high-risk patients in the outpatient setting.

MorCare helps care managers optimize care processes to ensure quality outcomes and patient satisfaction, while also avoiding denials, by ensuring appropriate levels of care and payor authorizations for patient stays. Our solution automates care management workflows, including pre-admission patient assessments, inpatient stay reviews, discharge planning and networking, care transitions, and community-based care management. The system can also track interactions with patients and their families, other providers, and payors.

### Utilization Review and Management

Our software supports criteria-based reviews for medical necessity, standardized documentation and detailed communication with payors, physician advisors, post-acute care providers and others to help hospital care managers optimize care processes that ensure quality outcomes and patient satisfaction.

MorCare Care Management integrates Change Healthcare's InterQual Connect and the MCG CareWebQI® and Indicia® applications. The software also enables users to define and load their own criteria for care reviews.

#### Key features

- Real-time HL7 messages for updates to patient records
- Customizable rules for automatic identification of pre-admission, observation, admission, readmission and continued-stay reviews
- Automated referrals to internal and external physician advisors
- Variance tracking, including readmission assessments, and avoidable days and delays
- Care assessments, interventions, and documentation for continuity of care and effective hand-offs
- Standardized documentation and clinical information packets for use in payor contacts
- Automated identification and documentation of coverage notices, including important messages

### Denials, Audits and Appeals

Integrating with our Care/Utilization Management system, this application allows you to record the financial effect of audits and denials, as well as the outcomes based on the appeals process, supporting analysis of losses and recoveries by payor.

#### Key features

- Online audit tracking from insurers' initial records requests through resolution, and denial tracking from insurers' initial verbal denials through resolution
- Medical records tracking of documents requested and sent
- DRG validation, including initial and revised coding details
- Reporting that includes audit and denial types, reasons, and outcomes for revenue analysis
- Contact logs for recording and tracking interactions with payors and auditors
- Automated, organization-specific work lists

## Case Management and Discharge Planning

This system integrates with the Care/Utilization Management system to help care managers assess patient and family needs and develop effective discharge plans. Complete discharge planning assessments, document patient and family needs and interventions, refer patients to social workers and other hospital support staff, and schedule follow-up reviews. Users can also track expected and actual discharge dates and dispositions.

### Key features

- Discharge planning assessments, including readmission risk
- Instant access to critical information for accurate discharge planning
- Online documentation of patient and family needs and interventions
- Online referrals and scheduling with social workers and other hospital support services
- Easy scheduling of follow-up reviews
- Documentation of patient choice to meet regulatory requirements
- Automated bi-directional interfaces back to the hospital EMR, so that Discharge Planning documentation updates patient clinical records, and is available to the entire care team

## Provider Resource Networking (PRN)

Simplify the planning and transitions of care process. Our software automates and manages secure care coordination communication and patient referrals between hospitals and post-acute care providers. This enables efficiency by not only reducing the time spent on manual efforts, like faxing and phoning, but also decreasing response rate times. Overall, we help your organization see a reduction in length of stay and overall costs of care.

Discharge planners are able to place referrals and share confidential information with post-acute care providers. This feature helps to prevent gaps in care and improve patient and provider satisfaction with safe, effective hand-offs.

### Key features

- Includes a national provider database search, and options for providing patient choice
- Easy-to-use, secure bi-directional communications portal for collaboration with post-acute care providers
- Interactive dashboards and visual charts or reports on demand
- Includes CMS star rating

## Survey Management

Helps healthcare stakeholders comply with provider resource networking plans by automating and streamlining surveys and related activities from pre-admission assessment through post-discharge follow-up. Dive into the data to explore patterns, trends, comments, and general satisfaction, and better understand the patient experience to improve quality and patient safety

## Continuum of Care

Manage chronic disease populations or high-risk patients beyond the acute-care setting. MorCare rules register patients into programs and schedule them for reviews. Care managers contact patients and complete functional assessments that build problem profiles and goals automatically. Care managers document required interventions and schedule follow-ups to track patients' progress toward meeting goals.



### Key features

- Advanced rules engine identifies at-risk patients when they're admitted and discharged
- Easily flag and manage high-risk or chronic disease patients
- Receive work lists of patients who require care assessments and related follow-up activities
- A link to inpatient care management documentation to ensure continuity of care
- Integrated scheduling of required follow-up activities and assessments
- Ability to document problem lists and goals to generate effective care plans

## INTEGRATION WITH HOSPITAL CLINICAL EMRs AND FINANCIAL SYSTEMS

### Discharge Planning Export

Transmit complete discharge planning reports to patients' electronic medical record or identify specific MorCare Care Management data elements to send to patients' discharge planning flow sheets. We work with customers to confirm integration requirements and develop the required export solution.

### Key features

- Concurrent updates to inform clinical care teams about patients' discharge plans
- Elimination of duplicate data entry in electronic medical records
- Integrated reporting and trend analysis available from MorCare Care Management

### Financial System Export

Improve accuracy of billing and reduce denials. Easily document critical information like payor contacts, including initial and ongoing certifications, authorization numbers and days of stay approvals. From the software, hospitals can transmit complete payor authorizations and denials and eliminate duplicate data entry in the billing system.

### Dashboards and MorCare Analytics

Our interactive Dashboards give your organization visual, deep-dive analysis options to help provide data-driven decision support. This is paired with our robust MorCare Analytics standard and ad hoc reporting tools to deliver the clarity and answers you need.



## ABOUT MORCARE LLC

MorCare is proudly a part of Harris Computer Systems, a leading provider of healthcare software solutions in North America and across the globe. We operate as an independent business under the Harris Healthcare Group. We have been providing extraordinary products for over 30 years.

MorCare's care management solutions help healthcare organizations manage the transition to value-based care while improving patient outcomes, satisfaction, and safety. We do this by providing exceptional care, quality, and patient safety and risk management solutions to the healthcare industry.

## SCAN TO LEARN MORE



1. Open your camera app
2. Hold your device so the QR code appears in the app's viewfinder. The app will scan and show a notification
3. Tap the notification to go to the MorCare webpage

## CONNECT WITH US

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