



# Backline Care Collaboration for Payers

**Focus on Patients and Compliance with Greater Efficiency and Effectiveness**

## Case Management. Utilization Management. Transitions of Care.

All of these functions struggle to achieve timely and effective care collaboration.

Healthcare is still fragmented, siloed, and multi-dimensional inside and outside organizations. Legacy technology like pagers, faxes, and landline phones further complicate matters. They frustrate your case managers, providers, and members and contribute to medical mistakes, ADEs, readmissions, and missed quality measures.

## Improve the Care Experience. Satisfy Quality Measures.

DrFirst's Backline® care collaboration solution can make your clinical and operations teams more efficient and your members significantly more satisfied.

Backline helps unify collaboration across your member's care journey:

- Satisfy the approval of appropriate prior authorizations
- Improve the efficiency of case management
- Shorten admission processes
- Increase the effectiveness of discharge planning
- Track gaps in care

## Anytime, Anywhere Collaboration with Anyone

Backline enables secure, mobile communication from any location at any time between payers, providers, case managers, care teams, non-clinical staff, caregivers, and even patients.

HIPAA-compliant on any mobile device, Backline facilitates shared communication with the timeliness demanded of SMS messaging, the access needed by case managers to vital member information, and the security required of HIPAA, CMS, and NCQA.

**\$17B** estimated annual cost of avoidable hospital readmissions for Medicare  
—Center for Health Information and Analysis (CHIA)

## Upgrade Your Care Collaboration

Avoid costly readmissions and ADEs, increase efficiency, and improve health outcomes with Backline.

Contact your DrFirst account executive to take care collaboration to the next level for your members and providers.

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