HELIOS

An integrated, cloud-based platform for comprehensive care management, utilization management, and population health, built for value-based care.

Overview

HELIOS by VirtualHealth is a leading enterprise medical management platform designed to unify and streamline value-based care delivery for health plans, health systems, and specialty providers. The platform is a comprehensive, cloud-based solution that integrates Care Management (CM), Utilization Management (UM), and Interoperability into a single ecosystem, eliminating data silos and supporting whole-person care, including physical and behavioral health management.

Key Capabilities and Features:

Integrated Care, Disease, and Utilization Management: Provides a unified workflow for all aspects of care, from population health to utilization review (HELIOSum®), including automated prior authorization and appeals processes.

Advanced Interoperability & Data Integration: Features HELIOShub®, the first FHIR® Integration Platform as a Service (FiPaaS), which simplifies data exchange and ensures FHIR® compatibility, aggregating clinical, claims, and social determinants of health (SDOH) data into a 360° member view.

AI-Powered Workflows and Analytics: Utilizes intelligent machine learning and AI-driven automation to predict risks, optimize processes, automate tasks, and expedite configuration, significantly reducing go-live time and improving efficiency.

Telehealth and Engagement Tools: Includes built-in telehealth features like secure video calls (HELIOSvisit), audio calls, and secure messaging (HELIOStext), which are HIPAA-compliant and do not require a patient download.

Mobile Care Management: The HELIOSgo® mobile app is available for care teams to manage complex care in the field, supporting long-term services and support (LTSS) and behavioral health.

Configurability: The platform is highly configurable (up to 90% out-of-the-box) to support specific organizational workflows and requirements as programs expand.

HELIOS is utilized by Fortune 500 companies and manages millions of members, aiming to enhance patient outcomes, increase operational efficiency, and drive data-driven decision-making in a value-based care environment.

Key Features

- Integrated Care, Disease, and Utilization Management

- FHIR Data Interoperability (HELIOShub)

- AI-Powered Workflows and Predictive Analytics

- Built-In Telehealth Tools (HELIOSvisit, HELIOStext)

- Mobile Care Management (HELIOSgo)

- Whole-Person Care (Physical & Behavioral Health)

- 90% Out-of-the-Box Configurability

- Person-Centered Care Plans with SMART Goals

Pricing

Model: enterprise

Customized enterprise pricing based on the organization's size, specific needs, and selected modules. Pricing typically includes an up-front implementation/configuration fee plus a Per Member Per Month (PMPM) license once live.

Target Company Size: small, medium, enterprise, government

Integrations

MCG Clinical Guidelines, InterQual Clinical Guidelines, Unite Us, MDI Health Technologies (AI Medication Management)

Compliance & Certifications

HITRUST CSF, HIPAA, HITECH, NCQA Pre-Validated