



Incedo Care Management

Enterprise care management platform integrating medical, behavioral, and social determinants of health to drive whole-person care and value-based outcomes.

<https://www.infomc.com>

Overview

Incedo Care Management is InfoMC's enterprise-level platform designed to support whole-person care for complex and vulnerable populations, including those covered by Managed Medicaid, Medicare Advantage, and Managed Behavioral Health Organizations. The platform pioneered the holistic integration of behavioral, social, and physical care management with utilization management and care coordination.

Key Benefits and Capabilities:

The software provides a highly configurable and scalable foundation that enables healthcare organizations to automate and streamline workflows, reduce administrative burden, and adapt quickly to evolving business and regulatory requirements.

Whole-Person Care: Systematically assesses medical, behavioral, and psychosocial needs using a library of evidence-based health risk assessments (HRAs) to create personalized, person-centered care plans.

Automation & Efficiency: Features rule-based workflows, programmatic decision-making, and automated authorizations and interventions for utilization management (UM), significantly reducing manual review and speeding decision-making.

Interoperability: Provides strong interoperability via a technology framework that securely interfaces with critical systems such as EHRs, HIEs, data warehouses, and claims systems, supporting secure data exchange through multiple APIs and FHIR integration.

Population Health: Supports the management of complex populations, including dual-eligibles and Special Needs Plans (SNP), by identifying risk factors, closing care gaps, and managing millions of covered lives.

Compliance: Built-in features and configurable reporting support compliance with major regulatory and accreditation requirements, including CMS, NCQA, and URAC.

Incedo is available as a fully integrated platform or as standalone solutions for care management, utilization management, behavioral health, and employee assistance/work-life program management.

Key Features

- Whole-Person Care (Medical, Behavioral, Social)
- Automated Utilization Management & Prior Authorization
- Configurable Workflows & Care Plan Generation
- Population Health Management & Risk Stratification
- Robust Interoperability (FHIR, APIs)
- Compliance Tracking & Reporting (CMS, NCQA, URAC)
- Care Team & Member Portals
- Advanced Analytics & Business Intelligence

Pricing

Model: enterprise

Contact InfoMC for a customized quote. The platform is an enterprise-level solution for large healthcare organizations, health plans, and government entities.

Target Company Size: medium, enterprise

Integrations

EHRs, HIEs, Data Warehouses, OptMyCare, MCG Health, InterQual Connect

Compliance & Certifications

HIPAA, HITRUST CSF, SOC 1 Type 2, SOC 2 Type 2, MARS-E, NCQA, URAC

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