



Netsmart Care Coordination

A cloud-based, EHR-agnostic population health management platform that facilitates real-time data sharing and integrated care coordination across diverse healthcare settings.

<https://www.ntst.com>

Overview

Netsmart Care Coordination, with its core platform CareManager™, is a comprehensive solution designed to manage care and services across the health and human services continuum, including behavioral health, post-acute care, and social services. It is a key component of the Netsmart CareFabric® platform, focusing on whole-person, value-based care.

Product Overview & Key Benefits The platform is EHR-agnostic and cloud-based, enabling organizations to improve outcomes and lower costs by providing a comprehensive, real-time view of an individual's health record. It simplifies care transitions, reduces duplicate services, and helps to reduce hospital readmissions by facilitating secure data exchange and collaboration among all participating providers.

Main Features & Capabilities

Population Health Management (CareManager™): Supports care coordination, analytics, and risk stratification by aggregating data to identify trends and risks.

Interoperability (CareConnect™): A powerful integration engine that connects with EHRs, Health Information Exchanges (HIEs), and other external systems for seamless data exchange (FHIR R4/STU3 APIs available).

Shared Care Planning: Enables multiple providers to follow a single, shared care plan.

Real-Time Alerts & Notifications: Provides instant alerts on emergency department visits, hospitalizations, and gaps in care to enable timely intervention.

Secure Messaging (CareConnect Inbox™): Safeguarded communications for internal and external care teams.

Clinical Quality Measures: Tracks and manages clinical quality measures, authorizations, and claims across the network.

Mobile Access: Supports mobile apps (e.g., Mobile Caregiver+™) for field users and Electronic Visit Verification (EVV).

Target Users and Use Cases The software is primarily targeted at **medium to enterprise-sized** healthcare organizations in the human services and post-acute care markets. Target users include clinicians, case managers, administrators, and billing staff in:

Behavioral Health & Addiction Treatment

Home Health & Hospice Care

Senior Living & Skilled Nursing Facilities (SNF)

Public Health and Integrated Care Providers (e.g., CCBHCs, FQHCs)

Use cases include managing complex care transitions, supporting value-based care models, and eliminating data silos between disparate systems.

Key Features

- Population Health Management
- EHR-Agnostic Interoperability (CareConnect)
- Real-Time Alerts and Notifications
- Shared Care Plan Management
- Secure Messaging
- Risk Stratification and Analytics
- Electronic Visit Verification (EVV) Support
- Claims and Authorization Management

Pricing

Model: enterprise

Pricing is not publicly disclosed and is provided via a custom quote based on the organization's size, required features, and specific implementation needs. Structured for enterprise and mid-market organizations.

Target Company Size: medium, enterprise

Integrations

EHR Systems (via CareConnect), Health Information Exchanges (HIEs), Carequality, Pharmacies/e-Prescribing, Public Health Agencies, Third-party solutions (via Netsmart Marketplace)

Compliance & Certifications

HIPAA, ONC Health IT Certified, SOC2, ISO 27001

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