



Sourcing talent for efficient clinical management

Carelon Global Solutions provides a suite of clinical experts with the lowest turnover in the offshore industry. Through a comprehensive analytical insights engine, we provide clinical insights and guidance, and enhances utilization management effectiveness, and offer specialized and scalable clinical services to help address complex medical conditions.

Carelon Global Solutions' organic information technology solutions enhance clinical workflows, which lead to higher net promoter scores.

Impact

71K
clinical reviews
performed annually

57%
decrease in
annualized attrition



660+ experienced associates



430+ registered nurses



Expertise in:

- Clinical quality and pharmacy benefit management
- Care management and outreach
- Population health
- Wellness and disease management
- Authorization and review



Full-time staff to support the Clinical Build Program

Success story

A U.S. health insurer serving 40 million members and operating in over 23 states faced challenges with sourcing ready-to-deploy U.S. registered nurses (USRNs) that possess in-depth clinical domain knowledge and with retaining existing USRNs.

Carelon Global Solutions implemented an agile and scalable model to meet the demand for clinical talent through the Clinical Build Program. This program develops Philippines' locally registered nurses in specialized USRN clinical skills and provides them with career progression opportunities within the clinical space, improving medical outcomes and reducing medical costs.

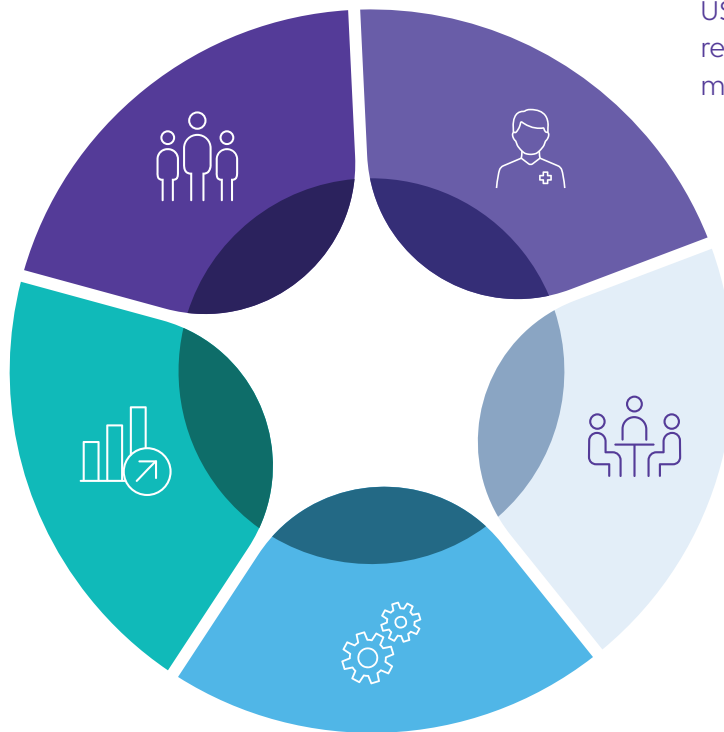
Results

A total of 95.2K outpatient and 51.2K inpatient pre-approved clinical reviews

Developed and retained 162 USRNs and Philippines registered nurses (PHRNs) in 18 months

Attrition reduced by 57% datasets gain

Established Healthcare Effectiveness Data and Information Set (HEDIS) team of 26 abstractors



Fast-tracked four insourcing and offshoring 4 clinical capabilities (outpatient prior authorization, inpatient prior authorization, post-service clinical claims review, and Medicare or Medicaid member outreach) due to readily available talent pool