

HealthCrowd's Portal enables you to outreach directly to your members whether you want to reach one member or many members. We also offer a reporting package that provides meaningful insights to your campaigns.



ONE-TO-ONE

Craft personalized free-form text conversations with individual members

BENEFITS

- Real-time communication for scheduling appointments and managing chronic conditions
- Create automated responses in reaction to sensitive key words
- View and respond to another care manager's member
- Receive timely notifications from member responses

DIABETES OUTREACH EXAMPLE

Mon, Nov 19, 3:52 PM

Hi, my name is Gene and I measured my blood sugar earlier today and it was 344. Should I go to the hospital?

Hi Gene, it's Maurine from Acme Health. Let me ask a couple questions. Have you been taking your diabetes medication as prescribed? Do you have any other symptoms?

No, the past couple days have been crazy and I forgot to take my diabetes medication. No other symptoms.

Thanks for letting me know! I don't think you have to go to the hospital at this time. Instead, I'd like you to take your diabetes medication now and remeasure your blood sugar in 2 hours.

Will do. Thanks!



ONE-TO-MANY

Send time sensitive text messages to an entire membership or sub-population

BENEFITS

- Craft templated messages that include member specific information (name, PCP, etc.)
- Target specific member groups by zip code, PCP, line of business, etc.
- Send automated and sequenced messages to thousands of members in real time or at a later date/time

PREGNANCY CAMPAIGN EXAMPLE

Fri, Nov 16, 11:13 AM

Morning sickness? Don't worry, normal morning sickness won't hurt your baby. If you are vomiting more than 3-4 times a day, talk with your doctor! Text TIPS for more information.

TIPS

Eat small meals often. Carry health snacks. Drink plenty of water. Stay away from cigarette smoke and other smells or foods that make you feel sick.



REPORTING

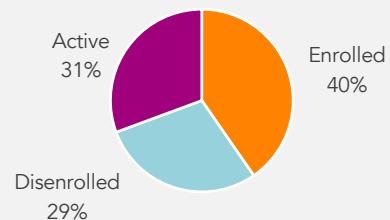
Group members, analyze the data, and provide meaningful insights to the campaigns

BENEFITS

- Fully customizable and flexible reports from individual member level data to high level campaign summary statistics
- Export and send reports as a CSV file

REPORT EXAMPLES

MEMBER STATUS



DISENROLLED

