

Telligen has more than 25 years of behavioral health experience in both the state and commercial markets. This includes utilization review for inpatient and outpatient services and case management for participants with serious mental illness and substance abuse issues.

We leverage our employee owners' clinical behavioral health experience across federal, state and commercial contracts – providing support to primary care practices and practice transformation networks by integrating efforts between behavioral health and primary care providers. Our staff includes licensed clinical social workers, licensed mental health professionals and behavioral health integration experts.

Telligen promotes an integrated approach to healthcare for the populations we serve – meaning that our multi-disciplinary teams focus on participants' full spectrum of needs, from physical and mental health to social determinants of health. This enables us to better connect them with the tools, resources and supports they need to live productive, healthy lives.



BEHAVIORAL HEALTH SERVICES

Participant Assessments	Utilization Management
Health Coaching for Mental Health Conditions	Transitional Care
Chemical Dependency	Substance Use Disorder Management
Coordination of Inpatient and Residential Services	Quality Audits and Provider Assessments

Telligen has a multi-faceted approach to determining participant need for behavioral health outreach:

- Accountable Health Communities Health-related Social Determinants Screening
- Customer-specific Standardized Social Determinants of Health Screening
- Patient Health Questionnaire 9
- Predictive modeling, including:
 - Agency for Healthcare Research and Quality Clinical Classification Software Refined
 - CMS Chronic Condition Warehouse
 - Care Analyzer
 - Spectrum of Health

TELLIGEN'S VALUE PROPOSITION

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DIFFERENTIATORS



- Reduced readmissions by 27% (2016-2018) for City of Chicago
- 900 average reviews per month in Idaho
- 3,944 participants provided resources from 2019-2020 in Oklahoma

ABOUT TELLIGEN

Telligen delivers customized, innovative solutions that improve the quality and cost-effectiveness of healthcare in state, federal, and commercial sectors. We have more than 50 years of proven success impacting our clients' outcomes and helping them manage their costs.

We bring clinical, analytics, IT and technical assistance expertise together to turn information into action to improve the quality and reduce the cost of healthcare.

EXPERIENCE

Telligen provides analytics, population health management services and IT solutions to 36 million covered lives in the State, Federal and Commercial markets.

- Medicare — Currently serve as the federally designated:
 - Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Iowa, Illinois, Colorado, and Oklahoma.
 - Hospital Quality Improvement Contractor (HQIC).
- Medicaid — Provide care management, quality improvement and utilization review solutions in Colorado, Idaho, Iowa, Maryland, Massachusetts, Montana, Oklahoma, Pennsylvania, Virginia and Wyoming.
- Commercial — Offer clients (employers, payers and third-party administrators), flexible population health solutions that optimize the health of members served, while improving outcomes and lowering costs.

CONTACT OUR STATE HEALTH SOLUTIONS EXPERTS FOR MORE INFORMATION



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LEARN MORE ABOUT OUR WORK, OUR
EXPERIENCE AND OUR STORY

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