

HGS Aging in Place™

Holistic, clinically evidenced, and technology-led support for seniors living longer at home

Life expectancy in the US today is 78.7 years. Leading causes of death include heart disease, cancer, chronic respiratory disease, stroke, and diabetes — or a combination of these. With our increasing ability to manage these conditions, there is an anticipated 17% increase in life expectancy by 2030.

As many as 80% of Americans would prefer to spend their final days at home. In actuality, 60% die in acute care hospitals, 20% in pricey nursing and long-term care (LTC) homes (5x pricer than home healthcare!), and only 20% at home.

Existing home healthcare offerings address only singular aspects of aging in place. Approximately 60% involve wearables, 75% focus on nonclinical issues (e.g., meals, transport), and 10% offer virtual visits.

Our society's approach to caregiving is not matching the preferences, or needs, of our elders. And it's too costly to sustain. Aging in place requires a full-spectrum of proactive, flexible, interconnected supports.

Prioritizing high-quality, well-coordinated, in-home support with the use of modern tools — such as predictive analytics, technology-led monitoring, evidenced-based clinical interventions, and consistent, effective communication — is crucial for seniors, caregivers, and payers.

What is HGS Aging in Place™?

HGS Aging in Place™ is a specialized, end-to-end program and service platform that enables individuals to age on their own terms in their own homes by leveraging a proprietary frailty assessment and by deploying individualized interventions to address frailty, cognitive decline, loneliness, activities of daily living (ADLs), home and transportation issues, and coordination of healthcare needs.



Predictive analytics to identify risk of LTC admissions



Integrated clinical interventions using an evidence-based approach, and delivered by impassioned clinicians



Caregiver and member engagement using preferred channels



Technology-enabled referral, community care coordination and remote monitoring

Predictive analytics are key...

Healthcare resources are stretched today and will continue to be scarce as baby boomers age.

Applying predictive analytics generated from all available sources of data (e.g., wearables, home monitoring, clinical assessments, claims, SDoH data, lab values, caregiver reports, lifestyle and transportation purchases) can identify — day-by-day — the symptoms of upcoming problems and the likelihood of frailty, illness, and acute care and LTC admission.

With predictive analytics, payers, providers, and caregivers can prioritize efforts, as early as possible, all while providing the data and KPIs to evaluate the health of LTC insurance products and compliance to regulations.

Predictive analytics prevent the need for admissions

- Detects early signs of patient deterioration
- Flags patients at-risk for admissions
- Focuses resources on patients with greatest impactability
- Determines the right interventions
- Enables a multidisciplinary team to build coordinated relationships
- Highlights where a patient sits on a value-based care continuum
- Identifies overlap across healthcare service

Predictive analytics provide value measurements for payers

- Improved HRA completion rate and member engagement in care planning
- Enhanced coordination with providers
- Reduction in unnecessary utilization
 - Reduction in inpatient admissions
 - Reduction in 30-day readmissions
 - Reduction in ER visits
 - Prolonged or avoided long-term care placement
- Improved access to prevention and wellness care
 - Improvement in HEDIS measures
 - Improvement in CAHPS or member SAT scores
 - Increase in PCP annual wellness visits

With HGS's end-to-end program and service platform...

Continue senior independence, identify LTC risk, and delay admissions.

Your goals:

- Examine each member holistically to identify emerging risk
- Rely on evidence from all available data sources
- Close care gaps to improve outcomes and reduce costs
- Prevent and delay acute- and long-term care

Our solution:

- Predicts frailty and LTC admission with assessments and analytics
- Includes physical, cognitive and psycho-social barriers
- Includes caregiver education, community support, and monitoring
- Reduces claims and makes LTC insurance more viable

Build resilience, improve quality of life, and reduce medical expense.

Your goals:

- Optimize use of home healthcare benefits
- Prevent, manage, and reverse frailty
- Fulfill the member's wish to live and die at home
- Improve loss ratio and share value improvement
- Deliver on policy promises with minimal cost

Our solution:

- Delivers active, coordinated, and ongoing care management
- Connects members with appropriate resources
- Uses a combination of data, technology, and healthcare specialists to address needs – from home maintenance, transports, and meals to medication, psycho-emotional, and medical/clinical

Engage and equip caregivers.

Your goals:

- Engage and equip caregivers to improve support
- Minimize unnecessary community services
- Avoid caregiver burnout

Our solution:

- Connect and coordinate with caregivers virtually
- Provide remote monitoring to augment caregiver support
- Assist with service partner selection for in-home services

Improve member experience and address the full spectrum of needs.

Your goals:

- Provide preventative education, reminders, and resources
- Increase members' sense of satisfaction and ROI
- Reduce overall costs for your organization and members

Our solution:

- Improve access to care and preventative measures
- Increase member engagement and participation
- Enhance satisfaction via quality of life and quality of care

HGS Aging in Place™ components...

Our end-to-end solution integrates healthcare specialists, community partners, workflows, and analytics in innumerable, innovative ways to ensure members, caregivers, payers, providers, and partners are working in sync to enable seniors to live at home longer.



About AxisPoint Health (an HGS company)

HGS AxisPoint Health is a whole-person care management services company focused on identifying and addressing the root causes of behaviors that worsen physical health. APH reduces medical costs, improves regulatory compliance, and increases member satisfaction. Trust and relationship building is at the core of our approach, which combines industry-leading predictive analytics, a proprietary rules-engine, specialized clinical content, and passionate clinicians who care about the members' success. Visit teamhgs.com/axispoint to learn how AxisPointHealth can reduce your cost of care while making your health plan compliant.

About HGS

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients. Visit www.teamhgs.com to learn how HGS can help make your business more competitive.