MOBEX Health
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Transforming Medicaid Health Delivery with MobexHealth Hub in the State of Texas

Background:

The healthcare landscape in the United States is complex, with varying challenges in providing equitable access to quality care, especially for Medicaid beneficiaries. Texas, being one of the largest and most diverse states, faces unique healthcare delivery challenges for its Medicaid population. In response, a leading Managed Care Organization in the state of Texas sought to leverage technology to enhance care coordination, improve patient engagement, and streamline healthcare services for Medicaid beneficiaries with chronic illnesses.

Client Objectives:

The Health Plan aimed to address several key objectives through the implementation of MobexHealth Hub:

Enhance Care Coordination: Improve communication and collaboration among healthcare providers, social services, and community organizations to create a unified care ecosystem for Medicaid beneficiaries.

Empower Patient Engagement: Enable Medicaid beneficiaries to take an active role in managing their health by providing them with access to their medical records, appointment scheduling, and health-related educational resources.

Optimize Healthcare Delivery: Streamline administrative processes, reduce duplication of services, and lower healthcare costs through improved data sharing and interoperability.

Drive Health Equity: Ensure that Medicaid beneficiaries, regardless of their socio-economic status, receive quality healthcare services that are tailored to their specific needs.

Solution: MobexHealth Hub Implementation

Step 1: Platform Integration and Customization

The healthcare system collaborated with MobexHealth to customize the MobexHealth Hub platform to meet the specific needs of their Medicaid population with one or more chronic illnesses. This involved integrating the platform with existing Electronic Health Record (EHR) systems, databases, and community resources databases to facilitate seamless information sharing.

Step 2: Patient Onboarding and Engagement

Health Plan members were onboarded into the MobexHealth Hub platform through personalized invitations and assistance, ensuring that they could easily access the platform and were familiar with how it is used. Patients were provided with user-friendly interfaces to schedule appointments, access lab results, view care plans, and engage in telehealth visits.

Step 3: Care Coordination and Collaboration

Service Coordinators across the network were connected on the MobexHealth Hub platform. This allowed for real-time communication, sharing of patient data, and collaboration on care plans, leading to more holistic and patient-centered care.

Step 4: Population Health Analytics

MobexHealth Hub's care team dashboard capabilities enabled the Service Coordinators to identify trends, disparities, and areas for improvement within the Medicaid population with chronic illnesses. This data-driven approach facilitated the development of targeted interventions and the allocation of resources where they were most needed.

Step 5: Patient Education and Self-Management

The platform provided Health Plan Members with access to educational resources, preventive care information, and tools to actively manage their health conditions. This empowered patients to make informed decisions about their health and take proactive steps to prevent complications.

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Results:

Improved Care Coordination:

Communication and collaboration among Service Coordinators and Members led to more coordinated and patient-centered care plans, reducing fragmentation of services.

Enhanced Patient Engagement:

Members became more engaged in their healthcare journey, leading to increased adherence to treatment plans and improved health outcomes.

Health Equity:

The platform helped bridge the healthcare disparity gap by ensuring that Members had equal access to quality care, regardless of any barriers in access to care.

Data-Driven Decision-Making:

The captured analytics provided insights that enabled the care teams to identify and address health trends, contributing to better resource allocation and strategic planning.