



# Transforming Communities with WHOLE PERSON CARE COORDINATION

## HMIS Leadership

The field of health and human services constitutes a complex system of programs aimed at improving the well-being of individuals and communities. For over 20 years, Eccovia has played a critical role in helping community and government organizations across the country track, manage, and report on care for high-need individuals.

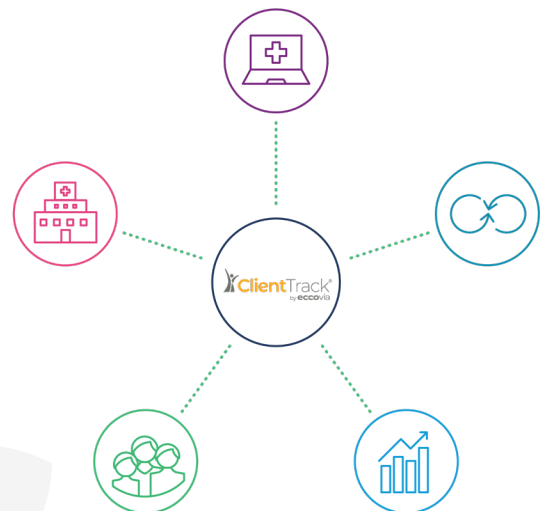
Our in-depth knowledge of the complex requirements for health and human services has enabled us to link primary care, behavioral health, and social services to incorporate the social determinants of health into care planning, enabling agencies, governments, and communities to coordinate a seamless journey for individuals.

With the convergence of health and human services, providers are working to transition from episodic treatment to value-based programs that incentivize keeping people healthy. Eccovia is uniquely positioned to help accountable care organizations and other types of providers within a community health neighborhood to build an infrastructure that includes flexible technology and strong business processes.

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## ClientTrack Community Care Coordination Platform

ClientTrack, a leading community care coordination platform, supports care tracking, monitoring, and reporting. The platform enables timely and appropriate access to care for members of a community health neighborhood. ClientTrack includes advanced case management, business process and workflow automation, engagement portals, ad-hoc and pre-built reports, and data management tools.



## CONNECTING PROVIDERS AND SERVICES

ClientTrack is ideal for provider collaboration, such as housing for health and whole-person care programs that combine aspects of primary care, behavioral health, and case management.

Eccovia serves over 1,500 clients across the care continuum, including:

- » Medicaid ACOs
- » Behavioral Health
- » Housing and Homeless Services
- » Home and Community-Based Services
- » Long-Term Supports and Services
- » Intellectual and Developmental Disabilities
- » Prisoner Reentry
- » Youth and Family Services



### ADVANCED PROFESSIONAL SERVICES

We are proud to play a key role in driving success for our clients. Our knowledgeable Advanced Professional Services team partners with you to optimize your system with best practice workflows and processes, design and implement quality solutions, and introduce flexible and scalable architecture to help your organization continuously adapt and grow.



### TECHNICAL SUPPORT

We know our clients depend on the availability and performance of ClientTrack. Eccovia's support staff are ready to help you resolve technical issues via phone during our regular business hours, and we provide free 24/7 support as rare emergencies occur, including server outages or security breaches.

In addition, we provide a ticketing system within the ClientTrack platform, allowing any user to submit tickets that can then be forwarded, if needed, to Eccovia support team, which are triaged and further classified for resolution.

Both options are backed by our expert Software Support Engineers so you can rest assured that you are getting the best help possible.

To learn more about how your organization can benefit from partnering with Eccovia and our industry-leading ClientTrack software, visit [eccovia.com](http://eccovia.com) or call **888.449.6328** to speak with one of our experienced solution experts.



Eccovia provides an industry-leading care coordination platform for state and county health and human service agencies, ACO/MCO's, Medicaid Waiver programs, and community-based providers. Our unique and proven solutions help organizations with various structures and care models to bridge the gap between primary care and community providers with a whole-person care tracking, monitoring, and reporting system.