

GUIDINGCARE® LETTERS

Communicate and Engage

Altruista's GuidingCare platform features both Enterprise and Standard lettering solutions for efficient creation of personalized member mailings that convey professionalism and quality. Both options are fully integrated into GuidingCare and produce accurate, real-time correspondence for denials, appeals and grievances, as well as day-to-day welcome letters and other member communications. Staff can easily create member correspondence with full brand integrity while spending less time on manual tasks.



STREAMLINE AND MANAGE THE LETTERING PROCESS

Health plans can create and manage professional-grade member letters in a project-based system that features full editing, tracking and version control. Editing restrictions and permissions can be set at the user level for quality control. The tool integrates existing digital assets and standard language packs, and customers can manage standardized inserts, forms and notifications in high-volume fulfillment. Flexibility is built into the platform, so plans can keep up with compliance deadlines in an evolving legal and regulatory environment. The system also accommodates languages that require different alphabets and character sets.

REDUCE STAFF TIME SPENT ON CORRESPONDENCE

Staff will spend less time managing member correspondence with the ability to create on-demand individual and batch letters with dynamic shared content and merge capabilities. With unlimited templates featuring a drag-and-drop template design, creating branded communications is easy and fast. Letters can be created and customized based on any data field in GuidingCare. Intuitive classification and storage design simplify finding, using and updating templates.



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Create Member Communications Quickly

Staff at health plans can quickly generate individual or batch letters, supporting regulatory compliance and improving member satisfaction. Dynamic shared content ensures the most up-to-date messaging and branding is used. Personalized letters strengthen engagement and positively reflect the health plan brand.



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ABOUT ALTRUISTA HEALTH

Altruista Health was founded in 2007 on a mission to provide innovative healthcare technology solutions that drive significant improvements in cost savings and health outcomes for all populations. Today, Altruista Health's GuidingCare[®] platform is used by health plans and provider organizations to streamline care management workflows, facilitate coordination among clinical, behavioral and community resources, accelerate quality improvement and promote engagement for 50+ million contracted members.