

Corporate Overview

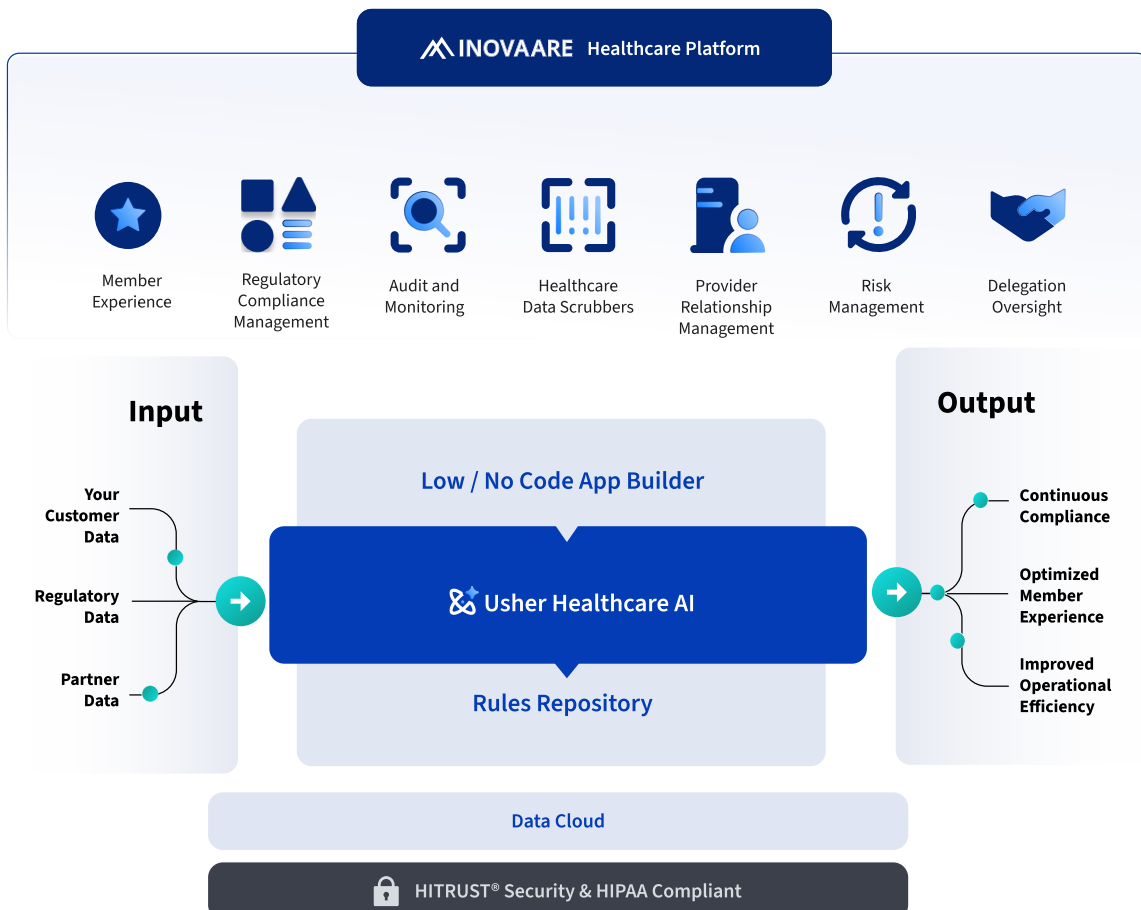
Solutions for Smarter Healthcare Compliance and Operations

Inovaare specializes in transforming healthcare operations for Medicare Advantage, Medicaid, and Commercial health plans. Our HITRUST CSF®-certified, AI-enabled health cloud platform empowers healthcare payers to sustain audit readiness through continuous compliance monitoring, reduce non-compliance risks, lower operating costs, and improve overall member and employee experience.

Inovaare Platform: Healthcare Native. Payer Trusted.

Built for the complexities of healthcare, the Inovaare Platform is purposefully engineered to meet the unique operational, regulatory, and data demands of payers. With integrated, configurable workflows, and built-in compliance logic, it empowers health plans to modernize faster, without compromising accuracy or trust.

- **AI Model Builder:** Helps build and train custom AI models for your unique needs. Extensively trained in healthcare-specific LLMs, the AI model is adaptive and gets sharper with every interaction.
- **Microservices-Based Architecture:** Provides a modular and scalable system, allowing seamless integration with existing systems.
- **Usher AI Assistant:** Streamlines repetitive tasks, accelerates insights, and supports compliance readiness.
- **Low-Code/No-Code Capabilities:** Accelerates app development and configurations enabling organizations to create custom workflows without extensive coding expertise.



Our SaaS Solutions

Our products help health plans provide better member experience, sustain continuous compliance, and improve operational efficiency through automated solutions, proactive monitoring tools and advanced analytics for smarter and faster decision making that mitigates risk and drives growth.

Member Experience (MX)

Our Member Experience suite enhances how health plans engage with members by integrating tailored tools for marketing, onboarding, and self-service, all within one solution.

The MX suite brings together powerful tools for managing appeals, grievances, and complaints, while delivering actionable insights and automation. It drives member satisfaction by combining advanced analytics, automation, and a comprehensive view of member interactions.

The MX suite is built on our HIPAA-compliant, HITRUST-certified low-code / no-code platform, which empowers health plans to transform member experience into a competitive advantage, delivering improved outcomes for both providers and members.

- **A&G Management:** Simplifies appeals and grievances handling to improve member satisfaction.
- **A&G Universe Generator:** Automates the generation of compliance-ready reports.
- **Health Plan Marketing CRM:** Optimizes member acquisition and retention strategies.
- **Health Plan Sales CRM:** Streamlines the member outreach and onboarding processes.
- **Member Portal:** Offers a self-service platform for seamless member interactions.
- **Member360:** Provides a comprehensive view of member activities and preferences.
- **Call Log Scrubber:** Ensures accurate member interaction records.
- **Potential Quality Issues (PQI):** Proactively identifies and resolves gaps in service quality.

Universe Management System (UMS)

Our UMS offers a centralized approach to managing CMS universes, ensuring compliance accuracy and audit readiness. It simplifies data validation, report generation, and collaboration with delegated entities to reduce complexity and improve operational efficiency.

- Supports 100% compliance accuracy and timely submission.
- Automated report generation in CMS-compliant formats.
- Secure portal for delegated entities.
- Integrated compliance dashboards.

Risk Management

Our Risk Management suite offers a comprehensive solution that integrates compliance risk, operational risk, and third-party risk management into a single, streamlined platform.

With AI-driven insights, automated compliance monitoring workflows, and real-time alerts, your organization can proactively identify, assess, and mitigate risks before they escalate, safeguarding your operations from external vulnerabilities.

Delegation Oversight

The Delegation Oversight solution streamlines delegate management and ensures compliance through robust auditing and monitoring tools. By fostering seamless communication and centralizing delegate information, it boosts operational efficiency and regulatory alignment.

- Centralized repository to manage delegate information.
- Tools for conducting comprehensive audits and tracking corrective actions.
- Configurable workflows to maintain regulatory alignment and consistency.
- Customizable dashboards for monitoring select KPIs.
- **Compliance Risk Management:** Stay ahead of regulatory changes with automated compliance monitoring that tracks requirements and flags risks.
- **Operational Risk Management:** Proactively manage daily risks with automated assessments and workflows, preventing potential disruptions.
- **Third-Party Risk Management:** Monitor and mitigate risks from vendors and partners to ensure compliance with standards.

Regulatory Compliance Management

Our Regulatory Compliance Management solutions empower healthcare organizations to stay ahead of ever-evolving regulations. Our solution automates the tracking of policies, procedures, contracts, and corrective actions, ensuring every aspect of compliance is proactively managed.

- › Integrated compliance dashboard.
- › Incident reporting and resolution.
- › Tools to manage policies and procedures efficiently.
- › Integrated AI tool to drive compliance and outcomes.

Provider Relationship Management

Our Provider Relationship Management solution fosters collaboration and streamlines dispute resolution with healthcare providers. It builds stronger partnerships by integrating advanced CRM tools and streamlining communications for improved satisfaction and efficiency.

- › Integrated CRM for effective provider communications.
- › Tools to streamline dispute management, from intake to resolution and closure.
- › Surveys and assessments to gauge provider satisfaction.

Healthcare Data Scrubbers

Our data scrubbers ensure the accuracy and compliance of healthcare data by automating the validation and correction of large datasets. They reduce errors, prepare organizations for audits, and improve overall operational reliability.

- › High-speed validation and correction of large datasets.
- › Medicaid log scrubber for precise reporting and compliance.
- › Configurable rules and standardized formats.

Audit & CAP

Inovaare's Audit solution, part of the broader Governance, Risk, and Compliance (GRC) suite, helps healthcare organizations maintain continuous audit readiness and meet regulatory requirements. It enables real-time monitoring, issue tracking, and corrective action planning to minimize risks and enhance compliance.

It empowers organizations to identify and address compliance gaps while providing actionable insights into operational risks. With a strong focus on proactive issue resolution and corrective action tracking, this solution ensures smoother audits and improved compliance.

- › Automated mock audits aligned with CMS Program Audit and state regulatory.
- › Automated sample selection and reporting on observations/findings.
- › Integrated corrective action plan (CAP) management.
- › Real-time dashboards for tracking audit findings and issue resolution.
- › Configurable consoles for KPI monitoring and risk management.

Usher AI

Usher AI, our HIPAA-compliant healthcare agent, leverages conversational AI, NLP, data analytics, and deep learning to transform compliance and operations. Usher AI saves valuable time while ensuring compliance and audit readiness at all times.

- › LLM trained extensively in healthcare.
- › Advanced AI for dynamic conversational logic.
- › Integrated analytics platform.
- › Can be deployed as an embedded solution within Inovaare's SaaS offerings or as a standalone tool.

Why Inovaare?



Compliance at the Core

Embedded regulatory protocols ensure readiness at every step.



AI-Driven Efficiency

Leverage agentic AI for smarter, faster operations.



Integrated Analytics

Real-time dashboards and insights help in proactive decision making and operational improvements.



Interoperability

Seamlessly integrates with existing systems to ensure smooth transitions.



No-Code Autonomy

Accelerate development and customization with zero coding skills.



Secure Infrastructure

HITRUST-certified and HIPAA-compliant for unparalleled data protection.

To explore more about our offerings, or to request a demo, visit our website or contact us.



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