



### **Build a Robust Service Delivery Network**

Cx360 connects all stakeholders in the delivery system to improve access and quality of care.

Cx360 Payer is a web-based software solution that allows State and County behavioral health departments to achieve organizational excellence for their core business functions—Planning, Administration and Monitoring of treatment programs. At the highest level, Cx360's dashboards offer management real time access to key business metrics, including treatment patterns, funding utilization and outcomes. Operationally, Cx360 streamlines service authorizations and utilization review functions, claims adjudications, as well as provider self-service functions. Cx360 Payer also includes a comprehensive EHR solution that you, the payer, may choose to make available to providers in your network.

Cx360 has the power to transform your State service delivery network by streamlining and automating treatment workflows, eliminating inefficiencies, and bringing clinical and business best practices to the entire the service delivery spectrum. Cx360 reduces costs, improves client outcomes, and enables much more efficient reporting of treatment and outcomes data (TEDS, NOMS, SOMMS).

Whether you are responsible for a Single State Agency (SSA) contracting directly with providers, or a SSA contracting with multiple Single County Authorities (SCA), Cx360 offers rich functionality that will have a measurable impact on your client treatment process and budget.

#### **Cx360 Payer Features Include:**

##### **Client Management**

Cx360 provides comprehensive client management functionality across multiple behavioral health specialties such as Drug and Alcohol, Mental Health and Developmental Disabilities.

##### **Collection of NOMS, TEDS, SOMMS Data**

Cx360 provides a comprehensive method for collecting, validating and submitting outcomes data using Cx360 Provider—a comprehensive Behavioral Health Solution, including EHR functionality that integrates these outcomes with the client management and treatment workflows.

##### **Treatment workflow**

Cx360 treatment workflows are based on the optimal way to deliver a high level and quality of care while managing costs. Cx360 provides out-of-the-box best practices that can be leveraged to create standardized workflows across the payer and provider functions.

##### **Funding Source Management**

Cx360 Payer provides capabilities to define funding source business rules/criteria for utilization of funds, to assign one or more funding source(s) to each client, and to allocate funds at the program/authorization level.



### **Authorizations Management**

With Cx360, providers can request authorizations online, with automatic routing to the right personnel for review and approval of requests. All the clinical data required for review is collected and validated before data submission to ensure an accurate and quick turnaround.

### **Claims Processing**

Having an efficient way to process claims can reduce costs and denial rates, allowing providers to focus on delivering quality care. Cx360 Provider aggressively addresses the concerns of high processing costs and denial rates.

### **Claims Adjudication**

With Cx360, SSAs can automate the claims adjudication process based on HIPAA Standards (837 Institutional and Professional), send out Explanation of Benefits (EOBs), and reduce processing costs per claim.

### **Reporting**

Cx360 uses Crystal Report Writer for the development and deployment of all standard reports. Authorized users have the ability to modify existing reports or create new reports for integration back into Cx360.

### **Contract Management**

With Cx360, provider's can use self-service tools to manage their facility capacity information—simplifying the process and ensuring up-to-date information.

### **Dashboards**

Cx360 dashboards provide a powerful window into your service delivery network and allow management to identify the outliers that require attention. Integrating benchmarking data from SAMHSA, the Cx360 Dashboard allows you to compare your performance on key outcome measures against other states.

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**Bring your service delivery network into the 21st century! Achieve organizational excellence! With Cx360, stakeholders can meet and surmount the current and future challenges in delivering behavioral health services.**

### **Core Solutions, Inc.**

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