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TECH REVIEW

PRACTICE
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CEO

ALPHIND
SOFTWARE
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HEALTHCARE
TECHNOLOGY
FOR HOLISTIC
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I n September 2015, the General Assembly of North Carolina enacted Session Law 2015-245, directing the transition of Medicaid from a fee-for-service structure to a managed care structure. By August 2017, the Department of Health and Human Services (DHHS) proposed a program that could implement Medicaid-managed care in a way that advances high-value care, improves population health, engages and supports providers, and establishes a sustainable healthcare program with predictable costs.

In an era when the healthcare system is fragmented, siloed, and localized, and patient care is regularly considered secondary to broadening revenue streams, the new plan aims to create an innovative, integrated, and well-coordinated care system. Major players, including governments, payers, and providers, have been trying to reform the healthcare realm by increasing care coordination among all practitioners such that patients receive holistic care. With COVID-19 straining the limits on physical and behavioral health worldwide, the need for restructured healthcare plans has gained more momentum, and organizations are on the hunt for solution providers who can actualize the vision of 'Whole Person Care.' Whole person care is centered on the optimal use of diverse healthcare resources to deliver the physical, behavioral, emotional and social services required to improve care-coordination and patient care.

Realizing a growing need in the healthcare market for whole person-centric technology, Alphind Software Solutions

engineers products and provides services that proactively help companies thrive through the various stages of this continual transformation. Adeptly poised to assist firms in achieving their holistic care vision, Alphind provides solutions geared to cover the needs of physical and behavioral healthcare. Conforming to the tailored plan reform initiative by NCDHSS and remaining consistent with best practices, Alphind also designs technology solutions that can even benefit individuals with serious mental illnesses (SMI), substance use disorders, and intellectual and developmental disability (IDD).

A One-Stop Shop for Whole Person Care

"What we bring to the table is a method to eliminate the numerous silos in healthcare management and reinforce transparent information transfer among various departments," says EZ Bala, CEO of Alphind. As a visionary and serial entrepreneur with over 35 years of software development and IT consulting experience, Bala guides his team in developing integrated healthcare technology solutions that drive digital transformation and improve the quality of care for patients. Alphind strives to achieve holistic healthcare and delivers solutions designed to support providers that are solving challenges in: physical

and behavioral care provision, social determinants of health (SDH), patients' beliefs and lifestyles, and patient engagement channels.

The organization applies an unparalleled depth and breadth of software development expertise to deliver transformative, turnkey solutions that generate meaningful outcomes for integrated healthcare agencies and the people they serve. For example, the company's innovative remote patient monitoring (RPM) solution—known as Xealei—is

a non-intrusive, ML-based solution that monitors assisted living residents throughout the day without compromising their privacy. What's more, the company has created Revolei—a cloud-based electronic health record (EHR) solution—to expedite practice management and revenue cycle management (RCM) focused on days in accounts receivable for care providers. Furthermore, Alphind also works with managed care organizations (MCOs) to strategize, optimize, and create SaaS applications for behavioral healthcare payer claims and more.

Contactless RPM and Versatile RCM Solutions

Alphind's revolutionary RPM solution, Xealei, sets itself ahead in the patient monitoring market with its capability to monitor patients without intruding into their personal space. Achieving this endeavor is especially challenging in the case of assisted living and cognitive care residents. This is because elderly patients usually require the most help when privacy is their utmost concern, such as while using restrooms. Likewise, developmentally challenged patients are averse to making direct contact with unfamiliar objects and people. In the light of such issues, conventional fall detection and sleep/breathing pattern monitoring solutions—that use invasive video

cameras and recordings or rely on wearable devices that residents find bothersome—are unsuitable in helping caregivers supervise this demographic.

"The contactless Xealei solutions uses radio waves to monitor patients and does not store any identifiable information about them," adds Bala. Xealei can quickly detect sudden falls or other untoward incidents such as seizures and send real-time alerts to the care team. Using clinically approved, low-intensity radar waves,

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the Xealei ceiling-mounted sensors intelligently capture movements with precisions of up to a millimeter. Additionally, the solution leverages machine learning and predictive analytics to identify behavior patterns, which drastically improves preventative care and staff response times. "Our RPM product enables the monitoring of select vitals, alerting caregivers about crucial events like falls and seizures, and predicting incidents that can be prevented by early intervention," states Bala. Supported by research from prestigious universities in Singapore and the USA, Xealei is set to be a game-changer in the world of patient care.

Alphind's RCM solution, conversely, is aimed at small to medium healthcare providers. As an easy-to-use and versatile tool, Revolei empowers care providers with the benefits of practice management, readily accessible patient records, and streamlined revenue cycle management focused on "days in accounts receivable" and the reduction of denied claims. Revolei's user centered design (UCD) drives the user experience and is adaptable to their style of practice. Revolei allows users to access all aspects of patient care quickly and billing under a single roof. It enables care providers and financial teams to capture demographic and clinical data, which can be further used to create a comprehensive overview of patients' records, treatment plans, historical details, and more. Revolei's customizability is a defining edge against most EHR solution providers. Not only does the solution offer capabilities to add, view, and update lists of internal EHR users, but it also provides patients with a clear overview of their medical records and clinician appointments.

The depth of our experience serving payers and providers places us in a formidable, differentiated advantage

An Array of Customer-Centric Services

By quality initiatives from the Centers for Medicare & Medicaid Services, the healthcare industry has shifted from a pay-for-service structure to a pay-for-performance model. An increasing number of payer organizations plan payment models that incentivize only high-quality provider performance. To aid in this transition, Alphind has designed its solutions to be highly interoperable and with clients' existing software. The company stays updated with developments in Medicare and helps clients adapt to alternate payment models (APMs) that offer added incentives for the provision of cost-efficient care. These APMs help payers and providers measure their economic efficiencies against established baselines or benchmarks to substantially grow revenue.

Alphind's stark awareness of potential changes in healthcare legislation and close-knit ties with vendors has allowed the team to help several customers stay ahead of the curve. Bala recalls an incident when Alphind worked with a customer earning high revenue from their services but was oblivious to impending changes in Medicare. "We alerted them that they were at risk of losing a large

chunk of their profits in the coming years and recommended that they broaden their services portfolio to include psychiatric services phasing out case management services," says Bala. As predicted, the state implemented new laws that would have rendered the client's original service obsolete. However, with Alphind's partnership and guidance, they could stay the course in generating profitable revenue.

The CEO adds, "The depth of our experience serving payers and providers places us in a formidable, differentiated advantage." Along the same vein, Alphind is expanding its services umbrella to improve patient journey mapping and omnichannel patient engagements. The former is critical when orchestrating the patients' holistic health and wellness. Patient journey mapping gives insights into the patient experiences during their care journey in a healthcare facility. It provides an overview of the patient flow in general and offers detailed insights into each touchpoint during their journey. These insights are invaluable in creating strategies for care providers to improve the quality of care, increase efficiency, and improve patient satisfaction. Secondly, optimized omnichannel patient engagement gives patients and care providers a transparent overview of holistic healthcare and wellness.

Like such a diverse and innovative toolkit, Alphind has remained a market leader in integrated healthcare solutions for over a decade. Although the company has received numerous accolades, the team never ceases its aspiration to create new-age, cost-effective software solutions that conquer complexities and break down barriers between people and technology. **MD**