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## HMS Releases New Version of Care Management Platform

### Cloud-Based EssetteSuite 3.10 Includes New Customer Service Solution and Provider Portal

IRVING, Texas, June 07, 2017 (GLOBE NEWSWIRE) -- HMS Holdings Corp. today unveiled version 3.10 of [EssetteSuite](#). The care management platform helps risk-bearing healthcare organizations identify, engage and better manage patient populations toward improved financial and healthcare outcomes. *Editor's note: The company will discuss these enhancements during this week's [America's Health Insurance Plans \(AHIP\) Institute & Expo 2017](#) in Austin at HMS booth #613.*

The new version streamlines dialogue with patients and providers, and reduces costs for health plans and providers at risk. Highlights:

- | A more robust, easy-to-use [customer service solution](#)
- | A dynamically enhanced [provider portal](#)
- | Cloud-based, multi-tenant architecture that increases flexibility

The updated **customer service solution** provides unmatched capabilities that further empower clients to manage member and provider communications in a single system. The solution allows customer service representatives to respond more nimbly to member and provider issues - such as answering inquiries, checking the status of a claim, or authorizing a new ID card - all from one system without having to maintain multiple logins and passwords. With all communications placed at their fingertips in a single workflow system, customer service representatives can easily meet state and federal reporting requirements.

The new **provider portal** allows a care manager to delegate tasks and notices directly to a provider. This helps ensure that a patient receives the care outlined in their individualized care plan in a timely manner. The result is quicker intervention and better health outcomes. The portal can be delivered as a stand-alone module and expands upon the additional utilization management workflow to bring care and utilization management together between the payer and provider.

The new version also offers full integration with McKesson's InterQual Connect product, allowing clients to load selected guideline data directly from a provider's electronic medical record system.

EssetteSuite 3.10 extends the web-based platform to a multi-tenant, cloud-based architecture, for increased flexibility for clients. HMS continues to offer the most flexible deployment models for clients by offering on-premises, single-tenant hosted and multi-tenant software-as-a-service licensing models, further positioning HMS as a partner focused on putting clients' needs first.

For more information about [HMS EssetteSuite](#), visit <http://hms.com/essette-suite/>.

#### About HMS

HMS delivers the broadest range of cost containment solutions in the industry to improve financial and health outcomes for organizations at risk. Using innovative technology and powerful data analytics, we help clients reduce costs, increase quality, and achieve regulatory compliance. As a result of our services, clients save billions of dollars every year and reach their performance goals. For more information, visit [www.hms.com](http://www.hms.com) or follow us on Twitter at [@HMSHealthcare](#).

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