



Member Satisfaction Solution

We're Icario

Icario is the leading health action platform that unites whole person data, behavioral science, and digital-first omnichannel pathways to personally connect everyone to health.

40%

of Part C CAHPS measures reflect a member's experience

60%

the weight member experience bears in a MA plan's Star Rating

5

channel engagement approach

Let's move people to do things that are good for them.

You know members clinically. We know them personally.

We deliver deeper insights—combining demographic, clinical, and consumer data with behavioral research to understand needs and values to personalize the member experience.

Create personalization that drives member action.

Icario leverages AI & machine learning to connect with members like people—using the best message, best channel, and best outreach sequence for the individual member.

Apply proven loyalty strategies to optimize performance.

We understand loyalty and member satisfaction—applying our deep industry and regulatory expertise, we help health plans boost quality scores and satisfaction, while driving plan performance and behavior change.

Connecting people to health.

icariohealth.com | go@icariohealth.com

We Make a Connection With an Omnichannel Approach



Raising the Bar on Member Experience and CAHPS

Icario's member satisfaction solution is designed to help health plans proactively address the most common sources of member dissatisfaction—and the Part C measures plans can address directly. The result is an improved member experience, enhanced member satisfaction, and a positive impact on CAHPS measures.

Benefits of Icario's Proactive, Human-Centric Approach

- 1 High Impact**
 We focus on strategically connecting with people who will be affected by plan benefit changes and those who are new—ensuring they have a good experience right from the start.
- 2 Empower Through Engagement**
 We improve member experience and satisfaction by engaging members and rewarding them for taking health actions.
- 3 Effective Outcomes**
 By focusing on proactively engaging people using smart sequencing and a personalized approach, we're able to deliver the best results.
- 4 Technology so Advanced, it's Human.**
 Let's connect with people like they're humans, drive them to take action, boost loyalty and member satisfaction, and most importantly—improve outcomes.



Get started with an Icario health action program today!
 Connecting people to health. icariohealth.com | go@icariohealth.com

