

GlobalHealth Partners with Synzi for Virtual Member Engagement and Case Manager Training

HMO Implements Virtual Care Communication Platform to Connect Case Managers and Members Across Facilities for Discharge Planning and Onsite Review Training

Clearwater, FL, — June 26, 2018 — [Synzi](#), a leading virtual care company, has announced that [GlobalHealth](#), an Oklahoma-based health maintenance organization (HMO), has selected its virtual care communication platform to remotely connect members to their case managers, before hospital discharge, to increase engagement and enable more seamless transitions. The platform will also be used for virtual onsite review training, with case managers providing virtual training to their peers in other facilities.

Driven by a commitment to continuous innovation, GlobalHealth was looking for a solution to connect its members, pre-hospital discharge, to the case managers who would guide their care post-discharge. Now, with the Synzi platform, GlobalHealth's case managers can virtually come together to walk the member through the discharge protocols and plan. This ensures the member is prepared and engaged while also opening lines of member/case manager communication before that member leaves the hospital.

"One of our fundamental beliefs is that managing and navigating healthcare should be easier," said Scott Vaughn, CPA, President and CEO of GlobalHealth. "By using the Synzi platform to connect our members to their case managers pre-discharge, we are laying the groundwork for a vital relationship that will greatly benefit those members as they begin to navigate their care plan post-discharge. In the future, we aim to also leverage the Synzi technology by enabling case managers to conduct virtual visits with members, once the members have returned home."

The Synzi platform will also be used to provide secure virtual consults between case managers to aid in the training of those case managers who perform onsite/concurrent reviews. This real-time, bi-directional access will enable training of case managers at any contracted GlobalHealth facility across the state of Oklahoma.

"Health plans are under increasing pressure to innovate in order to boost member engagement and improve health outcomes," said Lee Horner, CEO of Synzi. "GlobalHealth provides a great example of how successful health plans are leveraging virtual technology in unique ways – such as to drive patient/member engagement pre- and post-discharge – to help succeed in this era of value-based care."

About Synzi

Synzi offers a patient program management framework that combines video, email and secure messaging communication modalities for healthcare organizations to address specific patient/member needs easily, efficiently, and seamlessly. Synzi uses a sophisticated platform

and configurable framework which automates and optimizes workflows across multiple modalities. This creates more valuable connections and more effective care, while bringing convenience and peace of mind to patients/members. The company helps enable better performance for healthcare organizations, better access for patients/members, and better outcomes for all. To learn more about Synzi, visit www.synzi.com.

About GlobalHealth

GlobalHealth is changing health insurance in Oklahoma. As an industry leader, GlobalHealth is an Oklahoma-based health maintenance organization covering 44,000 individuals in all 77 Oklahoma counties. Working proactively with each member, GlobalHealth engages a personalized management plan to address their specific needs and ensure the best possible health outcomes. GlobalHealth utilizes cutting edge, predictive data technology as a foundation to deliver improved healthcare as part of its commitment to making health insurance more affordable. Its membership includes state and education employees, federal employees, municipal employees, Medicare Advantage members and private employers. GlobalHealth employs more than 200 associates throughout Oklahoma. To learn more, visit www.GlobalHealth.com.

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