



L.A. Care, the Nation’s Largest Publicly Operated Health Plan, Goes Live with SyntraNet from UpHealth Holdings Inc.

5/25/2021

SAN FRANCISCO--(BUSINESS WIRE)--UpHealth Holdings, Inc., today announced that L.A. Care Health Plan (“L.A. Care”) has gone live with SyntraNet, the integrated care platform from UpHealth’s subsidiary Thrasys, Inc. L.A. Care is the largest publicly operated health plan in the United States and manages more than 2.4 million lives across multiple lines of business, including: California Medi-Cal (individuals enrolled in California Medicaid), Cal MediConnect (individuals enrolled in both Medicare and Medicaid), L.A. Care Covered (individuals enrolled in California’s Covered California health insurance exchange), and PASC-SEIU Plan, a health plan for homecare workers.

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In this first phase of the deployment of SyntraNet, L.A. Care will use the platform to perform a wide array of utilization management functions to review and authorize services for its members, including hospitalizations, outpatient care, diagnostic services, behavioral health care, long-term services and supports, and other benefits available for members.

“Our goal in upgrading our systems to SyntraNet is to improve efficiency and timeliness in delivering care for our members,” said Tom MacDougall, Chief Information and Technology Officer, L.A. Care. “The power and configurability of the SyntraNet platform also allows us to continuously refine and improve our internal processes and coordination with our provider network.”

L.A. Care chose SyntraNet to replace its current system after a comprehensive selection process that evaluated all the leading products and technologies available in the market today. “We chose SyntraNet and Thrasys both for the



advanced capabilities the platform brings and the quality of the Thrasys team. The Thrasys team is one of the best and most dedicated teams we have worked with," added MacDougall.

"It is a great honor for us to have been selected by L.A. Care to upgrade its systems," said Ramesh Balakrishnan, CEO of UpHealth. "We have the greatest admiration for the work that L.A. Care does, and especially its mission to improve the health and the lives of the members and communities it serves, often the most vulnerable among us. The State of California has ambitious plans to demonstrate new models to manage health for its residents, and local health plans like L.A. Care are at the heart of these new initiatives, especially CalAIM (California Advancing and Innovating Medi-Cal), a multi-year initiative to implement delivery service, program, and payment reform."

L.A. Care will expand its use of SyntraNet to deploy all of the platform's capabilities to manage population health with integrated information, advanced analytics, and coordinated workflows across clinical and community-based teams.

About Thrasys:

Thrasys provides a comprehensive technology platform to manage health for individuals and populations with complex medical, behavioral health, and social needs. Thrasys' customers are health systems, health plans, physician groups, pharmacy benefits managers, county and community organizations launching integrated care programs to coordinate services, improve outcomes and reduce costs.

Thrasys, Inc., is the Integrated Care Division of UpHealth Holdings, Inc.

About UpHealth Holdings, Inc:

UpHealth is a global comprehensive digital health technology and tech-enabled services platform that empowers providers, health systems and payors globally to manage care for people with complex medical, behavioral and social needs, while dramatically improving access to primary care.

For more information, please visit <https://uphealthinc.com> and follow us at @UphealthInc on Twitter, UpHealth Inc. on LinkedIn and @uphealthinc on Instagram.

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