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## **Silverback Successfully Implements TCS Healthcare Technologies' ACUITY Advanced Care™ Management System**

*TCS Software to Support Integration with Collaborators to Improve Patient Outcomes*

**Auburn, CA / PRWeb / September 17, 2015** – Silverback, LLC, a Fort Worth, Texas based third party administrator (TPA) that provides case, disease and utilization management services, has successfully implemented TCS Healthcare Technologies' **ACUITY Advanced Care™ (ACUITY)** to support their collaborative model. **ACUITY** is a patient-centered care management software system that supports the specific needs of case, utilization, disease and population health management programs.

After a comprehensive evaluation and selection process, Silverback chose TCS Healthcare Technologies (TCS) over other care management software vendors for several reasons. "The ability to integrate a provider portal that was easy to navigate and allowed for transparency and collaboration with area hospitals was essential for us," says Mari Finley, senior vice president, Health Services. "In addition to **ACUITY**, the **Acuity Connect** Collaboration Portal was a huge benefit for our organization due to its ability to handle the complexities of our provider portal, the workflow configurability and the report customization. The TCS team really understood our requirements."

**Acuity Connect** is a bi-directional web-based portal that allows physicians, collaborators and other external users to view the summary of member records, check eligibility, request and receive approvals, and collaborate with care team members. It is fully integrated with the **ACUITY** platform and is HIPAA compliant and ICD-10 ready.

Debra Payne, RN, BSN, CCM, director of care management, added, "The software's ability to bridge the gap between collaborators and improve patient outcomes was key for us. TCS was also able to meet certain super user aspects we required; the ability to customize ad-hoc reporting and integrate RightFax was a huge selling point. Overall, **ACUITY** was one of the few software programs that could back our

patient-centric, wide-ranging needs. The implementation team was dedicated and able to provide a lot of finishing touches from both a technical and clinical perspective.”

“It has been a pleasure working with the Silverback team,” notes Deborah Keller, RN, BSN, director of client services for TCS. “While there were many competing priorities in both Texas and North Carolina, they remained focused on the implementation project and developed solid workflows utilizing the entire **ACUITY** suite.”

According to TCS founder and CEO Rob Pock, the TCS clinical and technical staff worked closely with the Silverback team to ensure the configuration met their needs and technical criteria were addressed. “We have a passion for care management,” he says, “which means working with our clients throughout the implementation process to provide training, configuration and interfaces that ensure the technology, processes and clinical content meet their needs.”

To learn more about TCS and its suite of care management software products and services, see [www.tcshealthcare.com](http://www.tcshealthcare.com) or contact Jeff Frater at (530) 314-7073 or [jfrater@tcshealthcare.com](mailto:jfrater@tcshealthcare.com).

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#### **About TCS Healthcare Technologies ([www.tcshealthcare.com](http://www.tcshealthcare.com))**

TCS Healthcare Technologies (TCS) is a leading provider of software and clinical solutions that support and improve care management strategies for health plans, insurers, providers, third party administrators, medical management companies, and others. TCS is recognized as one of the premier healthcare software companies in the United States designing, offering, and hosting a number of products and services.

#### **About Silverback Care Management**

Established in 2009, Silverback Care Management is an organization comprised of physicians, advanced practice clinicians, nurse case managers, social workers and pharmacists working to improve the quality and efficiency of healthcare. Silverback Care Management promotes the optimal health of its client members while operating under the standards of Centers for Medicare and Medicaid Services and the National Committee for Quality Assurance.