

Client Problem:

Medicaid ACO plan struggled with low redetermination rates and member attrition. Manual, one-size-fits-all outreach limited the effectiveness of call center resources and failed to prioritize members most at risk of losing coverage.

Predict Solution:

Predict Health deployed its AI-driven member-intelligence platform to predict which members were most likely to fail redetermination. The platform prioritized outreach resources, segmented members by support needs, and enabled targeted multi-channel engagement including voice calls and SMS reminders.

Impacted
Members

18,000

Redetermination
Rate

82.5%

Rate
Improvement

+12.7 pts

Annualized
Premium Impact

\$179.5M

Predict Health optimized outreach channels and member engagement to improve redetermination and retention, preserving \$179M in annual premium revenue