



## Are you ready to comply with CMS requirements to provide digital literacy training?

**Candoo Tech is the leading provider of digital literacy and training & support designed for older adults to help them stay safe, engaged and connected.**

Candoo Tech offers online tech training & support by teaching everything from the basics of using devices to how to use telehealth and other digital tools all while offering troubleshooting support.

We specialize in working with older adults nationwide using smart phones, tablets, computers & remote patient monitoring devices. **Our program includes:**



**1:1 REMOTE TRAINING & SUPPORT**



**GROUP LESSONS**



**LIBRARY OF ON-DEMAND CONTENT**



**DIGITAL LITERACY ASSESSMENT  
CUSTOM GROUP & MEMBER  
REPORTING & ANALYTICS**

### How Candoo Tech can help:

MEMBER BENEFITS	HEALTH PLAN OUTCOMES	STARS IMPACT
<p><b>Connection with providers:</b></p> <ul style="list-style-type: none"> <li>• Set up appointments through provider portals.</li> <li>• Chat with providers and health plan.</li> <li>• Find a doctor online.</li> <li>• Access telemedicine visit.</li> </ul>	<p>Early detection and diagnosis coding for risk adjustment.</p>	<p><b>Getting Appointments and Care Quickly</b></p> <p><b>Getting Needed Care</b></p> <p><b>Getting Needed Prescription Drugs</b></p> <p><b>Customer Service</b></p>
<p><b>Use prescription drug tools:</b></p> <ul style="list-style-type: none"> <li>• Search for prescriptions and check costs.</li> <li>• Register for mail order.</li> </ul>	<p>Increased medication adherence and member registrations to mail order program.</p>	
<p><b>Self-service:</b></p> <ul style="list-style-type: none"> <li>• Connect to health plan portal &amp; app.</li> <li>• Navigate health care resources.</li> <li>• Access employer sites and benefits for retirees.</li> </ul>	<p>Fewer calls to Member Services due to portal registrations, use of online message centers and completion of online health plan forms.</p> <p>Cuts down costs of printing costly materials.</p>	
<p><b>Access and complete surveys:</b></p> <ul style="list-style-type: none"> <li>• Online health risk assessment.</li> <li>• CAHPS surveys.</li> </ul>	<p>Higher completion rates for HRAs and CAHPS surveys.</p>	
<p><b>Comfort with general technology:</b></p> <ul style="list-style-type: none"> <li>• Set up and learn to use new devices.</li> <li>• Chat with family through Zoom.</li> <li>• Set up an email address.</li> <li>• Pay bills online.</li> </ul>	<p>Digital literacy improves social determinants of health—connecting to transportation, food delivery services, signing up for utility budget billing, signing up for an online class, helping members age in place.</p>	



## In the Press



## Options include:

Choose from a capitated arrangement (PMPM) or service utilization basis (PMPU).

\*May include administration and implementation fees.



### Meet Ellen.

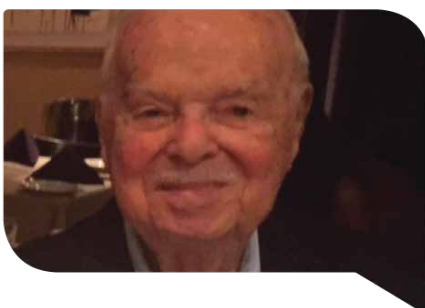
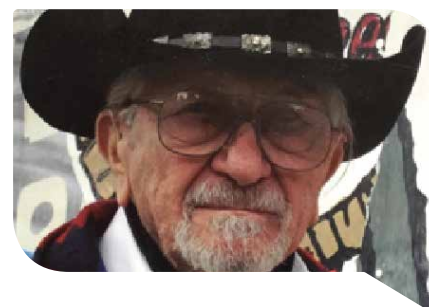
She wanted to surprise her grandchildren by participating for the first time on the family's weekly gathering...**using Zoom.**

▶ **Video chats help decrease depression in older adults.**

### Meet Sy.

He is 90+, legally blind & hard of hearing. He needed a new computer set up with accessibility features, such as webcam and collaboration tools...**to teach his philosophy classes.**

▶ **Activities have moved online and they're here to stay.**



### Meet Bill.

He needed help learning how to take photos and then emailing them to his doctor from his Senior Living Facility...**on his 105th birthday.**

▶ **Telehealth is up 300% but 1 in 3 65+ adults have challenges connecting to visits.**