

# Bridging Gaps in Underserved Care: TechVariable's Partnership with FQHCs for Medicaid-Centric Transformation

Federally Qualified Health Centers (FQHCs) are a critical access point for underserved and vulnerable populations across the United States. Yet, they often face systemic constraints, fragmented patient data, overburdened staff, and limited digital infrastructure, especially when dealing with complex Medicaid populations.

This case study outlines how TechVariable partnered with a Chicago-based Health-tech client to streamline care management, enhance reporting, and strengthen compliance with chronic disease protocols through a combination of AI, automation, and modular health IT accelerators like **SyncMesh**.

## What Makes This Engagement a Turning Point for Community Health Delivery?

FQHCs operate in high-pressure environments, serving low-income, rural, and minority populations while navigating workforce shortages, Medicaid reporting mandates, and the social determinants of health (SDOH).

TechVariable's intervention aimed to digitize, automate, and scale three core workflows:

- **Integrate patient data** from disparate systems
- **Enable smarter chronic care management**
- **Surface real-time care gaps via actionable dashboards**

The impact was both clinical and operational:

- **40% increase in Medicaid patient data processing efficiency**
- **30% improvement in compliance for chronic disease screenings**
- **Real-time visibility into care gaps and HEDIS performance**
- **Automated cohort creation for timely interventions**

# The Challenge: Data, Disease, and Delivery Gaps

## 01 Dynamic Heat-Risk Scoring Per Patient

FQHCs lacked a single source of truth. Patient records were spread across EHRs, manual logs, and Medicaid systems, making care coordination inefficient. TechVariable deployed SyncMesh to harmonize data pipelines as well as clean, standardize, and store usable patient profiles for clinical workflows.

## 02 Suboptimal Chronic Disease Management

Patients with hypertension, diabetes, and COPD weren't being consistently followed up due to lack of structured disease plans and alerting systems. TechVariable introduced **customizable disease management plans**, allowing FQHCs to create patient-specific protocols including screenings, lifestyle tracking, medication alerts, and referrals.

## 03 Limited Insight into Care Gaps

FQHCs could not easily identify patients overdue for screenings or vaccinations. Using our **RAG agent accelerator**, the team deployed ML-based **cohort creation** for risk stratification and surfaced unscreened patients directly within dashboards, allowing for phone follow-ups, intervention scheduling, and timely reimbursements.

# A Data-Driven Foundation for Smarter Medicaid Care

## Medicaid-Focused Cohorting

With AI models trained on a blend of clinical data and social determinants (e.g., income, zip code, education levels), TechVariable's cohorting engine formed meaningful patient groups. These groups were prioritized for screenings and wellness checks, directly tied to reimbursement pathways for the FQHCs.

## Unified Dashboard for Multi-Site Oversight

The platform introduced a **centralized command center** showing:

- HEDIS measure performance across clinics

- Gaps in screenings or chronic care protocols
- Drill-downs into each FQHC's compliance trends

This visibility helped executives monitor multiple centers simultaneously and realign care teams accordingly.

## GenAI-Powered Clinical Alerts

Our RAG agent offered intelligent summaries and care suggestions to nurse managers, enabling non-technical users to act on gaps without waiting for IT teams or external analysts. Queries like "Show me diabetic patients with missed screenings in the past 6 months" became instantly answerable, right from the dashboard.

# Human-Centric Outcomes in Underserved Communities

Through this initiative, TechVariable didn't just improve metrics — **it enabled compassionate, data-driven care** for those most at risk of being overlooked. The platform supported:

- **Timely patient follow-ups in areas with low access to transportation**
- **Multilingual patient education prompts for better health literacy**
- **Resource-strapped clinics to operate with automation and efficiency**

FQHC teams could now dedicate more time to care, less to admin, while ensuring **Medicaid compliance and revenue optimization**.

## Future Roadmap: Scaling Equity and Efficiency in Medicaid-Centric Care

Building on the success of integrating and optimizing care management across FQHCs, TechVariable is now focused on expanding the solution's utility and adaptability across three strategic dimensions — **interoperability, community health integration, and mobile care delivery**.

These future initiatives aim to deepen the platform's value for Medicaid providers while reinforcing health equity across underserved communities.

### 01 HIE Integrations for 360° Patient Visibility

Most FQHCs still struggle to access **complete patient records** across health systems. To close this gap, TechVariable is integrating the platform with regional and state-level **Health Information Exchanges (HIEs)** to:

- Retrieve encounter histories from hospitals, labs, and specialist visits
- Enhance medication reconciliation and avoid duplication of care

- Receive real-time ADT (Admission, Discharge, Transfer) feeds for care transition management

This will allow FQHCs to move beyond local EHR silos and build **longitudinal patient records**, improving continuity of care.

### 02 Social Determinants of Health (SDOH) Partnership Layer

To address non-clinical barriers to care (transportation, housing, food insecurity),

TechVariable will enable our clients and in turn FQHCs to:

- Screen for SDOH factors directly within patient workflows
- Generate **community resource referrals** via integrations with platforms like **Unite Us, Aunt Bertha**, or local CBO APIs
- Track referral outcomes and patient engagement across services

### 03 Mobile Outreach & Remote Care Modules

Understanding the access limitations of Medicaid patients — especially in rural and high-need urban zones — the platform's next frontier includes:

- **Mobile-first care manager portals** with offline data sync capabilities
- **Multilingual SMS nudges** for screenings, vaccinations, and lifestyle changes
- Remote onboarding tools for patients with no prior digital health access
- Telephonic and WhatsApp integration for hybrid engagement

These features will empower care teams to **extend their reach beyond clinic walls**, especially in communities with low digital penetration or transportation challenges.

## The Vision

With a human-first approach to Medicaid transformation, TechVariable aims to help FQHCs lead the way in **data-driven, equitable, and scalable community care**. The roadmap is rooted in interoperability, aligned with regulatory frameworks, and designed to empower both patients and providers — not just with technology, but with **intelligence that drives action**.

### 04 NCQA & PCMH Aligned Performance Monitoring

TechVariable will also work with the client to evolve the reporting framework to align with:

- **NCQA's Population Health Management** standards
- **Patient-Centered Medical Home (PCMH)** transformation goals

By automating audit-readiness dashboards and quality improvement metrics, FQHCs can demonstrate performance and secure certifications more efficiently.

### 05 Multi-FQHC Benchmarking and Peer Learning

As more FQHCs come onboard, the platform will introduce:

- **De-identified cross-network benchmarking** for quality and operational KPIs
- AI-generated insights on which interventions work best for specific populations
- Quarterly performance scorecards for executive and grant reporting

This will turn the solution into a **shared intelligence engine** — helping FQHC networks learn from one another and elevate outcomes across geographies.

## About TechVariable

TechVariable is a healthcare-first technology services firm trusted by startups and enterprises alike for its accelerators in data interoperability, AI, and care coordination. Its proprietary solutions like **SyncMesh** have powered success for payers, providers, and digital health innovators globally.

From EHR integrations and quality measure engines to GenAI copilots and custom population health platforms, TechVariable builds fast, builds right, and builds with empathy.