complexcare SOLUTIONS

A1C Testing that Fits Your Members.

ComplexCare Solutions delivers clinician-led A1C testing through **two flexible models** — in-home point-of-care and mail-in self-collection — so your program can meet every member where they are.

IN-HOME · POINT-OF-CARE

A1C NOW®

Clinician collects the specimen and delivers the result on-site, walking the member through findings and driving next steps in real time.

MAIL-IN

SELF-COLLECTION KIT

Kit delivered directly to the member, completed at home, and returned by mail. Ideal for less-dense markets and end-of-year gap closure.

FLEXIBLE BY DESIGN

A Hybrid Approach for Your Plan

Most plans benefit from both models working together — **A1C Now®** where in-home visits are active, mail-in kits to capture members who opt out of visits or live in markets where assessments are less prevalent. CCS works with your team to configure the right mix based on your membership density, existing program infrastructure, and gap closure goals.

TRUSTED TESTING, CLINICIAN-LED

A Result Means Little If the Member Doesn't Act On It

What's consistent across both models is the follow-through: explaining every result in plain language, driving next steps, and turning a test into a care conversation. That's the difference your members experience — and the one your quality program reflects.

Driving Completion Across Quality Measures

Results meeting the clinical threshold close the Glycemic Status Assessment HEDIS® measure — a higher-weight gap in the weighted framework.[1]

Improved CMS 5-Star Rating

Supports diabetes care quality performance for Medicare and Medicare Advantage plans, contributing to STARS rating outcomes.

Address and Close More Gaps Per Visit

A1C Now® is one test in CCS's in-home suite — kidney health, colorectal screening, retinal imaging — closeable in a single 60-minute interaction.

[1] National Committee for Quality Assurance (NCQA). "2026 Health Plan Ratings: Required HEDIS, CAHPS and HOS Measures." April 2025. ncqa.org

More Done. One Visit.

Clinical-grade diagnostics configuration designed to reveal the invisible barriers to health

Kidney Health Evaluation

Estimated glomerular filtration rate (eGFR) and urine albumin-creatinine ratio (uACR). Clinician-guided, member-performed during the in-home health assessment. Kit can be completed in-home or mailed directly to the member.

HEDIS: KED Gap Closure

Colorectal Cancer Screening

Fecal immunochemical test (FIT) — kit hand-delivered by the clinician during the visit or mailed directly to the member. Member completes and returns the specimen by mail. No office visit or lab referral needed.

HEDIS: COL Gap Closure

Diabetic Retinal Imaging

Portable imaging equipment brought to the member's home during the visit. High-resolution images are transmitted to a certified, credentialed ophthalmologist for interpretation, eliminating need for specialist appointments or transportation.

HEDIS: EED Gap Closure

Arrhythmia Screening

When a member reports relevant symptoms during the health visit, the clinician applies a screening device on site. Identifies undiagnosed arrhythmias in symptomatic members to reduce long-term morbidity and mortality.

Risk Adjustment · HCC

Bone Densitometry Tests **HEDIS: OMW & OMS**	Chlamydia Screening **HEDIS: CHL Gap Closure**	Cervical Cancer Screening **HEDIS: CCS/CCS-E**

Ready to Close More Gaps Per Visit?

Let's Talk

complexcaresolutions.com