



eVisit Helps MMM Keep Patients In Network By Creating Custom Solutions

About MMM

MMM is a payer organization based in Puerto Rico with 22 IPAs (Independent Practice Associations). As a Medicare Advantage plan with 22000+ providers and an estimated 800,000 members that cover about one-third of the island's population, MMM's average age for physicians and patients are both 65+.

The Problem

Finding a true end-to-end virtual care solution to meet unique needs.

With such a large portion of Puerto Rico's population relying on MMM, the onset of the COVID-19 pandemic created an immediate, pressing need for in-person care alternatives. MMM quickly realized how vital providing a virtual care solution was for its members to have adequate access to healthcare. A key challenge during this time was finding a telehealth platform that fit the unique needs of MMM's providers, offered a seamless patient experience,

and also could drive stronger MMM membership. With their unique market and membership base, MMM needed to work with a flexible solution provider that could truly address the pain points they faced. Some of the main points of consideration included finding a platform with Spanish language translation, offering members adequate both in-network care and backup options from 8am-5pm on a daily basis, and other important requirements that necessitated working with a solution provider that could understand the nuances of the Puerto Rican market.

The Solution

Happy patients are repeat patients.

In MMM's case, going with eVisit was a no-brainer as they looked to launch MMM Cita Virtual, a virtual appointment offering that went live in mid-2021. As one of the only telehealth platforms built exclusively to be provider-agnostic, eVisit offered MMM the opportunity to work with a

solution provider that could benefit payers, providers, and patients alike. eVisit is a true end-to-end virtual care solution that works closely with clients to ensure their telehealth offering aligns with their needs. MMM President Orlando Gonzalez stated, "MMM Cita Virtual is an investment that exceeds \$5 million and was developed by eVisit. With it, we aim to strengthen the relationship between doctors and patients, and lower health costs."

eVisit's flexible architecture and integration layer allows for new services to tuck seamlessly into existing apps. This ease of implementation and ability to minimize potential friction was crucial for MMM, with their membership base largely comprising senior citizens. In addition to being able to offer an easily accessible telehealth option, MMM and eVisit were also able to integrate Spanish language and tech support into MMM Cita Virtual. Over their first few months of using eVisit, MMM saw an 80% return rate with virtual care visits!

