

**Contracted
Suppliers:****Pointcare**
Contract ID: CC-0155**Thrivelink**
Contract ID: CC-0156**Elora**
Contract ID: CC-0157

Product, Pricing, and Services Available

This category includes solutions designed to help healthcare organizations identify uninsured patients, support Medicaid enrollment and renewals, maintain coverage continuity, and improve eligibility-related workflows. While all awarded suppliers support patient access and coverage management objectives, each solution utilizes a distinct approach. Members should evaluate vendors based on staffing models, operational workflows, patient engagement needs, and desired level of automation.

PointCare is a coverage management and enrollment services solution. The platform combines eligibility monitoring, enrollment support, redetermination assistance, lapse recovery, and retroactive eligibility identification. **Great for short-staffed clinics needing to create capacity via outsourcing.**

ThriveLink is a patient engagement and enrollment outreach solution. The platform uses multilingual AI-powered telephonic outreach to engage patients, complete Medicaid applications and renewals, and help uninsured patients obtain coverage. **Great for clinics seeking AI-powered voice and text tools to empower patients.**

Elora is an eligibility and workflow automation platform. Elora focuses on improving operational workflows for enrollment teams, care coordinators, and community health workers. Eligibility verification, renewal tracking, documentation, work queues, and care coordination are integrated into one platform designed to support frontline staff. **Best for clinics with strong enrollment teams looking to improve efficiency through automation.**

Category Expansion

CNECT will continue to evaluate qualified vendors and solutions that address member needs across coverage, enrollment, retention, and patient outreach.

Class of Trade Eligibility

FQHCs, CHC look-alikes, community-based healthcare organizations, and other eligible healthcare providers.

How to Operationalize These Agreements

A member service agreement is required. All awarded vendors provide implementation support, onboarding assistance, training, and ongoing account management. Implementation approach and timelines vary based on organization size, data integration requirements, staffing model, and scope of services. Members are encouraged to discuss implementation expectations directly with suppliers during the evaluation process.

Key Vendor Solutions

Solution Support	Pointcare	Thrivelink	Elora
Direct Enrollment Support	✓	✓	
Medicaid Enrollment Assistance	✓	✓	✓
Medicaid Renewal Support	✓	✓	✓
Eligibility Monitoring	✓		✓
Patient Outreach	✓	✓	✓
Workflow Automation and Task Management		✓	✓
AI-Powered Patient Engagement		✓	
AI-Assisted Staff Workflows			✓
Coverage Recovery and Retention	✓		
Multilingual Outreach Capabilities		✓	

Pricing Overview

Pricing varies based on organization size, scope, implementation requirements, and selected services. Members should engage suppliers directly for customized pricing proposals.

Vendor	CNECT-Exclusive Pricing	Price Protection
Pointcare	20% discount on the population and service-based subscriptions. Standard implementation/set up fees are waived.	Pricing is fixed for the initial 12-month service term. Upon renewal, pricing may be adjusted to seller's then-current rates, subject to applicable CNECT discounts.
Thrivelink	10% off standard price schedule. Prices vary based on service scope, patient population, support model, implementation requirements, and contract structure.	Prices remain firm for the term of the service agreement.
Elora	10% discount off platform subscription fees, and implementation fee is waived. Contracts executed by June 30, 2027, receive early access to all 2027 roadmap modules at no additional cost.	Annual CPI-based pricing adjustment capped at 3%.

Considerations When Evaluating Solutions

- Do you need technology only or technology plus enrollment services?
- Who will perform outreach activities: your staff or the vendor?
- Is your primary goal enrollment, retention, workflow efficiency, or revenue recovery?
- Do you require multilingual engagement capabilities?
- How centralized or decentralized is your enrollment team?
- Will care coordinators and CHWs require platform access?

Sourcing Summary

The CNECT contracting staff conducted a national RFP. Supplier participants are indicated in the table below. An award was based upon an analysis of the market, supplier attributes, and services. Upon review of key criteria, the category was approved for a multi-source award.

RFP Summary	
Sourcing Process/Public Notification	RFP Posted to CNECT Website
Vendors Invited to Participate	■ Pointcare ■ Thrivelink ■ Elora ■ Advocatia ■ Approved Admissions ■ Alcar Health ■ Healos ■ FirstSource
Bidders	■ Pointcare ■ Thrivelink ■ Elora ■ Approved Admissions
Award Criteria	Products, pricing, and key solutions that meet the needs of members.
Contracting Staff	All contract decisions for this category were decided upon by a team of dedicated professionals with a combined 40+ years of GPO experience.
Advisory Committee	A committee of eight subject matter experts from various federally qualified health centers (FQHCs) was formed to review bidder responses and provide strategic input with insights that helped validate supplier capabilities and alignment with member needs.
Awarded Vendors	■ Pointcare ■ Thrivelink ■ Elora

Questions

For questions about this agreement, please [contact your local representative](#) or the CNECT contracts team at rfp@cnectgpo.com.

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