

One system that answers the phone, delivers the care, and meets families in their community.

ThriveLink extends the social worker and care navigator workforce with human-monitored AI. A member calls our AI agent any time — day or night — and gets help understanding and completing the programs they need. That call connects them to a dedicated care team for concierge SDOH support and virtual visits, and to mobile pods and community events that bring in-person care to their own neighborhood. Every step feeds one data trail back to the health plan.



Call any time, 24/7

Digital and telephonic AI agents explain the websites and programs members need, and complete the paperwork with them. No smartphone or internet required.

AI navigation + virtual human support



Concierge SDOH support & Virtual Provider Access

CHWs, physicians, mental health providers, and other providers dedicated to ThriveLink members. Concierge SDOH support, scheduling, and virtual provider visits.

Dedicated care team

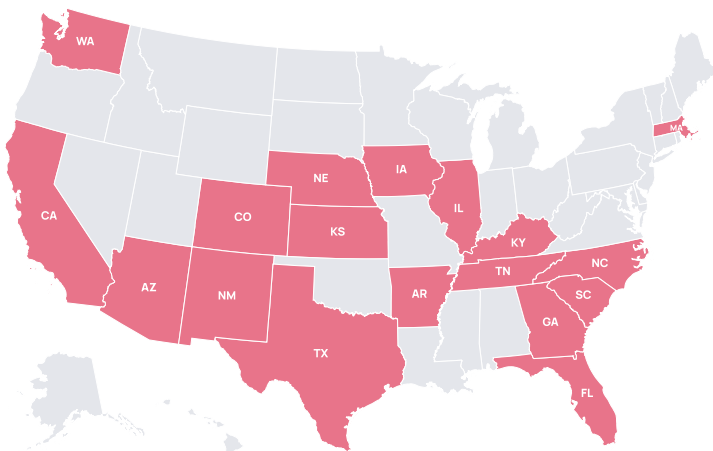


Regional In-Person Access expansion

Mobile pods and monthly or quarterly regional events: food drives with primary care, gap closures, social work visits. Schedulable via ThriveLink; walk-ins welcome.

Walk-ins welcome

National footprint



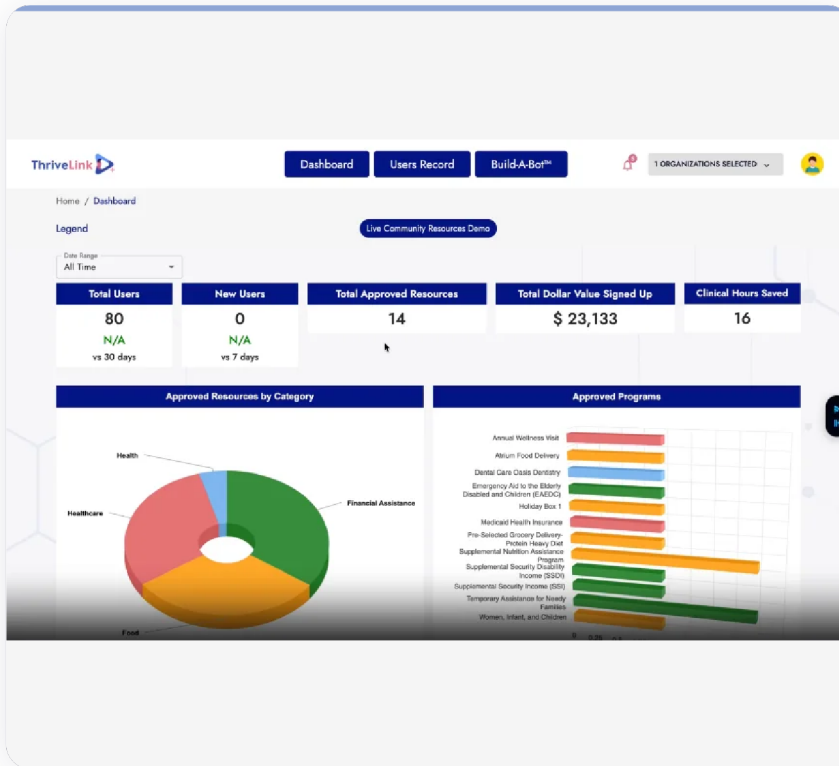
96% Receive a service or other outcome

18
States covered and expanding

75+
Languages supported

24/7 Telephonic AI navigation, no smartphone or internet required

Every interaction becomes structured, plan-ready data.



Quality measure appointments

Completed visits mapped to the measures they close

G-codes

Billable CHW and community health integration services, time-tracked

Z-codes (Z55-Z65)

SDOH needs captured at intake and documented for risk adjustment

D-SNP and Medicaid data feeds

Member-level outcomes formatted for each line of business

PROGRAMS BY POPULATION

Same flow, tuned to each line of business.

The member journey is identical across populations — what changes is which programs we run and which quality measures we move.

Medicaid

- Renewal and redetermination completion as authorized rep
- SNAP, WIC, and LIHEAP enrollment
- SDOH screening with Z-code capture

D-SNP

- Medicaid renewal to protect dual status
- Health risk assessment completion
- Annual wellness visit scheduling

Medicare Advantage

- CAHPS and HOS experience support
- Preventive screening scheduling (BCS, COL)
- Medication adherence (PDC)

Commercial

- Concierge SDOH support for members
- Appointment scheduling and in-network navigation
- Avoidable ED use reduction

Hospitals / Uninsured

- Medicaid and presumptive eligibility enrollment at discharge
- Charity care and financial assistance application completion
- ED diversion: connecting uninsured utilizers to coverage and primary care