



— CASE STUDY

Care & Utilization Management · Oncology & Complex Care

INTERLINK Health Proves Its Commitment to Complex Care Management with URAC Accreditation

INTERLINK strengthens its foundation for accredited utilization management — with Helios® by Elligint Health supporting Cancer CARE workflows, documentation, and oversight.



ORGANIZATION	FOCUS AREA	COVERAGE	PLATFORM
INTERLINK Health	Oncology & Complex Care	All 50 States	Helios® CM + UM

For health plans, self-funded employers, and reinsurers, the most complex cases are often the ones with the highest stakes. Cancer care, transplants, dialysis, gene and cell therapies, and other medically complex, resource-intensive procedures require timely decisions, experienced clinical oversight, access to specialized providers, and coordination across stakeholders.

About INTERLINK Health

INTERLINK Health — an organization that specializes in building outcomes-based Centers of Excellence networks for high-cost, low-frequency medical procedures — has built its business around serving patients and families with these clinically intensive care needs. Through its specialty care programs and SYMPHONY Benefits Solution, INTERLINK helps healthcare organizations and the patients and members they serve navigate high-stakes care with a focus on quality, access, clinical appropriateness, and financial risk management. INTERLINK supports members throughout all 50 states in the United States.

A New Milestone: URAC Accreditation

That work is now supported by a new milestone: INTERLINK has earned Utilization Review Accreditation Commission (URAC) Accreditation in Health Utilization Management (HUM) for Clinical Review Criteria, Pre-Review Screening, Initial Clinical Review, and Clinical Decisions. The accreditation reinforces INTERLINK's commitment to evidence-based decision-making, timely review processes, consistent documentation, and accountable utilization management practices for the patients and members it supports.

For INTERLINK, the accreditation represents more than a formal designation. It supports the company's evolution from a model centered primarily on case management and pretreatment review to a more integrated utilization management framework. That shift enables INTERLINK to become involved earlier in the care journey, review treatment plans against established clinical criteria, and support more confident decision-making for health plans that delegate utilization management functions.

That distinction matters. In complex care, recommendations alone may not always be enough. When a health plan or third-party administrator must repeat a review before acting on it, the process can create duplication, delay, and administrative burden. With URAC HUM accreditation, INTERLINK is better positioned to serve as a delegated utilization management partner, giving clients greater confidence in INTERLINK's ability to conduct evidence-based reviews and support authorization decisions within a recognized accreditation framework.

Why It Matters in Cancer Care

This is especially important in cancer care, one of the highest-cost and most clinically demanding areas of care for health plans and self-funded employers. Cancer CARE for Life, INTERLINK's comprehensive oncology program, dedicates 100% of its clinical focus to cancer and its related treatments — including gene therapy — which requires staying continuously current with rapidly evolving oncology standards, treatment protocols, and emerging evidence. That depth of focus is what enables INTERLINK to bring genuine specialty expertise to every review, rather than applying general clinical criteria to a highly specialized disease area. Through Cancer CARE for Life, INTERLINK supports patients, payers, and self-funded employers in navigating diagnosis and treatment decisions with specialty expertise, coordinated case management, and access to Centers of Excellence. This program underpins INTERLINK's broader strategy for complex medical patient management, delivering the clinical and operational oversight required for patients with highly intricate care needs.

Choosing Helios® by Elligint Health

To support the operational discipline behind that work, INTERLINK originally selected Helios® by Elligint Health as their next-generation care management (CM) and utilization management (UM) platform for Cancer CARE for Life, with the goal of improving care team efficiency, strengthening reporting, and giving care coordinators access to more complete information on a unified platform.

Key Helios capabilities that supported INTERLINK's accreditation journey include:

Standardized Documentation

Helios enables INTERLINK to use controlled letter templates that pull approved information from defined fields, reducing variability in language, formatting, disclaimers, codes, and other details that are critical in utilization management.

Tasking & Timeline Management

Configurable workflows help teams organize work around urgency, required milestones, manage case activity, and support timely review and escalation.

Reporting & Oversight

Access to underlying case and utilization management data helps INTERLINK monitor performance and support auditing.

Operational Consistency

Helios reduces manual processes, creating a structured and reproducible framework for complex case management and utilization management activities.

CLIENT PERSPECTIVE

"The letter templates in Helios gave us a level of control we simply did not have before using a different system. Now we know exactly what will be included, where the information is coming from, and that required language stays intact — details that are critical in a URAC-standard utilization management process."

Kristina Reynolds · Assistant Vice President of Reporting, Analytics & Compliance, INTERLINK Health

Building the Foundation for What's Next

As INTERLINK expands its role in complex medical management, URAC-accredited utilization management strengthens the organization's ability to support high-cost and clinically intensive areas of care. The accreditation adds a formal framework for evidence-based review, timely decision-making, thorough documentation, and accountability — capabilities that are increasingly critical when quality, care coordination, and financial risk converge.

INTERLINK's URAC accreditation is an important milestone in the company's continued growth. With Helios CM and UM supporting key Cancer CARE for Life workflows — including documentation, tasking, timelines, and reporting inputs — INTERLINK has a strong operational foundation for delivering accountable, evidence-based utilization management in cases where timely quality coordination matters most. Using Helios as the foundation, INTERLINK plans to expand this infrastructure to support other members with complex conditions such as transplant patients and those in need of gene or cellular therapy.