

Mosai Pulse & MatrixCare

Frequently Asked Questions

Mosai integrates directly with MatrixCare to bring together referrals, clinical insight, and care coordination in one connected experience — helping teams deliver the right care, at the right time, with confidence.

What is Mosai Pulse?

Pulse is a predictive analytics layer that sits on top of your MatrixCare data. It reads clinical and visit data every day and tells your team which patients need attention right now — and why. The result is tighter margin per episode, less manual chart review for your clinical managers, and earlier intervention on the patients most likely to decline. Instead of running reports to find problems after the fact, your team opens one prioritized list each morning.

Does Mosai Pulse integrate with MatrixCare?

Yes. Pulse connects directly to MatrixCare, so there's no duplicate data entry and no separate charting. Your clinicians keep documenting in MatrixCare exactly as they do today. Pulse refreshes against that data every three hours, so what your managers see reflects what your clinicians documented this morning — not last week.

What does Pulse actually help us see and act on?

Margin and revenue integrity

- Patients trending toward a LUPA, early enough to adjust the visit plan.
- Recertification decisions surfaced before the window closes — Pulse begins analyzing each episode on day 45, so the recommendation reaches your team while there's still time to act.
- Visit utilization that doesn't match patient need — the cost side of every episode.

Throughput and clinician leverage

- One prioritized daily list instead of manual chart review across the full census.
- High-risk patients identified proactively rather than discovered after a decline.
- Visit prioritization, so the schedule reflects who actually needs the time — real leverage when you're short-staffed.
- Census oversight across branches, teams, and clinicians.

Clinician quality and value-based readiness

- Patients at elevated risk of transferring to an inpatient facility, flagged in time to intervene.
- Consistency in how risk is assessed from clinician to clinician.
- A defensible, data-backed rationale behind utilization decisions.

Is this the same as Medalogix Pulse?

Yes. Medalogix and Forcura came together as Mosai. Pulse is the same predictive model home health organizations have used for years, now part of the broader Mosai platform.

How does the AI work – and can our clinicians trust it?

Pulse's predictive model is trained on more than 11 million home health visits. It reads both structured data — OASIS, clinical assessments — and the unstructured narrative in clinical notes, using natural language processing to pick up signals that never make it into a checkbox field.

From that, Pulse stratifies your census into risk tiers with plain probabilities attached. Patients in the highest tier have roughly a 1-in-4 chance of transferring to an inpatient facility within 14 days; the next tier is about 1 in 6, and the tier below that about 1 in 10.

Pulse is designed to augment clinical judgment, never replace it. It tells your team where to look and what's driving the risk. Your clinicians decide what to do about it.

How does Pulse support value-based performance?

Avoidable inpatient transfers are where clinical performance and financial performance meet. Pulse identifies the patients most likely to decline while there's still time to act — including patients who look ready for discharge but aren't. Across Mosai client agencies in 2025, close to 15% of patients discharged after their first episode had been flagged by Pulse as high risk of ending up in a facility. Without that visibility, those patients leave care without a clear handoff or follow-up plan.

Does Pulse replace anything we already do in MatrixCare?

No. MatrixCare stays your system of record. Pulse adds the layer of intelligence on top of it — prioritization, risk, and oversight — so your team spends less time hunting through reports and more time acting on what they find.

Who on our team uses Pulse day to day?

Clinical operations leaders and clinical managers use it daily to direct visits and manage census. Finance and executive leadership use it for margin and utilization visibility across the organization. Compliance and quality leaders use it for value-based performance and risk posture. Field clinicians typically don't need to change their workflow at all.

Can we see what this would look like for our organization?

Yes. Mosai has interactive estimators for LUPA exposure, visits per episode, recertification value, and inpatient transfer risk. Enter your average daily census and see the opportunity sized for your organization, here: mosai.com/pulse-use-cases.

What kind of results do organizations see?

- Mosai clients average a 6.5% LUPA rate, against a national average of 8.5%.
- A 25.8% reduction in under-visited patients — the ones most likely to be missed.
- A 15.6% improvement in visits-per-episode alignment.
- Recertification rates averaging 32% among Pulse adopters, against an industry baseline of 29.2%.

How quickly can our team start using Pulse?

Implementation timelines vary with organization size and configuration. A dedicated onboarding team guides your organization through setup, integration, training, and go-live.

Will our staff need extensive training?

Pulse is built around a daily workflow, not a reporting tool your team has to learn to query. Onboarding includes role-based training, educational resources, and ongoing support so managers are working out of Pulse within their normal routine.

Is Mosai Pulse HIPPA compliant and HITRUST certified?

Mosai maintains rigorous security, privacy, and compliance standards to safeguard patient information.

Can Pulse support multiple locations and service lines?

Yes. Multi-location organizations get centralized visibility and reporting across branches, with the ability to compare performance team to team and clinician to clinician.

What support is available after go-live?

- Every Mosai client receives:
- Dedicated Client Success support
 - Ongoing training and education
 - Best-practice guides
 - Product updates and enhancements
 - Responsive technical support

We also lose revenue on referrals. Does Mosai help there?

Yes, but that's a different product. Mosai Referrals addresses referral leakage and fragmented intake — orders, signatures, and document workflow upstream of the EHR. It's complementary to MatrixCare rather than a replacement for anything in it. Many organizations run Pulse and Referrals together; either one stands on its own.

How to get started & additional resources:

- To get started: mosai.com/book-a-demo
- MatrixCare page: mosai.com/matrixcare
- Pulse webinar: mosai.com/matrixcare-webinar-pulse
- Pulse: youtube.com/watch?v=QhlyA2q5238