

# Leverage our Expertise to Overcome Challenges and Capitalize on Opportunities

We work collaboratively on custom strategies that deliver tangible results

As a payer, you face a host of challenges as you strive to keep pace in a rapidly evolving industry. The transition to value-based care and the advent of consumerism require you to rethink and redesign your relationships with providers and members, and in turn, these changes place demands on technology that your systems may not be able to accommodate. Add the pressure of staying abreast of digital innovation, data governance, and complex regulatory and compliance requirements — and you can quickly become overwhelmed managing multiple priorities.

Let us help you take advantage of the opportunities resulting from these changes and position your health plan to compete and grow in this new environment.

## How We Help

Many initiatives are complex and challenging, such as implementing value-based reimbursement methodologies, replacing legacy systems with modern software applications, and launching multi-channel mechanisms to engage members and providers. Even if you have experienced resources in-house,

they are often stretched thin with the day-to-day pressures of administering benefits, paying claims, and addressing an onslaught of regulatory changes.

That's where we come in. Our team brings both the expertise to help you plan and strategize transformational change, as well as a "roll up your sleeves" work ethic to help ensure implementations are brought to fruition.

## What We Bring to the Table

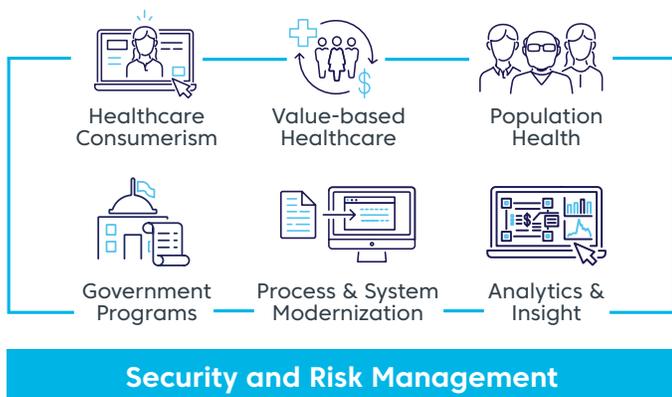
Averaging more than 15 years of experience in the healthcare industry, our consultants have worked in a variety of management positions within commercial and government payer organizations, so we understand first-hand your challenges — including competitive pressures, organizational obstacles, and limited resources.

Our experience includes assisting more than 100 health plans in 47 states on diverse projects that range from spearheading initiatives and leading teams to playing a supportive, collaborative role.

## Added Value

Leveraging our industry experience and expertise can help you accelerate change while minimizing risks and facilitating success. We bring to your organization:

- **A Fresh Perspective**  
Your staff may be so close to day-to-day processes they don't realize when "minor inconveniences" are impacting productivity and client satisfaction. We use industry benchmarks to identify areas of improvement that could provide immediate benefits.
- **Objectivity**  
When current staff have built and/or implemented processes, it can be difficult for them to objectively assess them. We leverage our experience working with many health plans to evaluate what works, and what doesn't.
- **An "Extra Set of Hands"**  
If you have lean operations, you may not have enough staff to perform day-to-day activities and simultaneously implement major new initiatives. We can assume much of the 'heavy lifting' when needed.



**We offer multiple services within each focus area, and customize our engagement to your needs:**

**Healthcare Consumerism**

Increase member satisfaction and loyalty

- Market intelligence
- Strategic planning
- Product development
- Member engagement
- Consumer experience optimization

**Value-based Healthcare**

Master new care and payment models

- Market assessment and planning
- Analytics and actionable business intelligence
- Product design and development
- Innovative provider value-based contracting
- Clinical integration and transformation
- Quality and price transparency

**Process & System Modernization**

Enhance efficiency

- Enterprise business and technical architecture
- System assessment and optimization
- System selection and implementation
- Business transformation management
- Robotic process automation
- Program/project management
- Business and technical analysis and documentation

**Population Health**

Improve outcomes and lower costs

- Care model design
- Quality improvement
- NCQA accreditation
- Clinical integration/interoperability
- Health information exchange
- Vendor assessment, selection, implementation, and optimization

**Government Programs**

Optimize your government business lines

- Market entry
- Organizational development
- Program and system implementation
- Mock audit, audit prep, and remediation
- Compliance training

**Analytics & Insights**

Attain actionable insights

- Data Governance
- Data curation and confidence
- Data warehousing
- Report development
- Custom visualizations and BI on-demand
- Actionable insights and interventions that drive sustainable results

**Security and Risk Management**

Mitigate risk and optimize operations

- IT Security Assessments (PCI, NIST, HIPAA Security, Third Party, etc.)
- Business Continuity and Disaster Recovery
- Cybersecurity Strategy
- vCISO

To learn more about our Consulting Services, visit our [website](#).