SUCCESS STORY | *Organizational, Process and Technology Re-engineering in a Health Care Environment*

OPPORTUNITY

A large managed healthcare company needed to prepare for their Annual Election Period (AEP). The company needed new processes implemented and deployment of three new custom IT systems across multiple BPOs.   Additionally, the company needed to create new SLA and management reporting and establish several new data interfaces between 1) the BPOs and 2) the company's IT and BPOs. In order to reduce costs, the company needed to reduce their Toll Free Numbers (TFNs) from 3500 to less than 800. The company had to be prepared for AEP and ensure processes were in place to adhere to Centers for Medicare and Medicaid Services (CMS) policies and guidelines in a short timeframe.

ENGAGEMENT SCOPE

Innovar was provided with the opportunity to drive the AEP preparation. A relatively small, highly experienced Innovar team performed rapid information gathering to create a department roadmap and implementation plan. The roadmap included Objectives and Strategies, Risks and Dependencies, Staffing Ramp Plan, Training Schedule, Overall Project Timeline and Critical Path Activities. Innovar facilitated requirements definition for implementation of SLA and management reporting. In order to reduce the number of TFNs, Innovar developed and implemented methods and procedures to reduce the number of TFNs and provide a sustainable process to ensure ongoing efficiency and effectiveness. For the three new custom IT systems, Innovar partnered with the company's IT department and BPOs to gather requirements, provide user acceptance testing and ensure implementation at the BPO sites with minimal issues. Innovar provided a framework to track modifications to scripts to ensure adherence to CMS policies and guidelines.

Innovar was able to:

- Gather information and create an effective department roadmap

- Develop and execute an AEP readiness implementation plan

- Gather reporting requirements and ensure quality implementation

- Establish sustainable processes to ensure reduction of the number of TFNs and ongoing effective utilization of TFNs

- Define and facilitate the process for user testing and implementation of the three custom IT systems

RESULT

- BPO call centers were prepared for AEP two weeks early

- TFN reduction from 3200 to less than 800 provided needed cost savings

- The custom IT systems were implemented on time and within budget

- CMS provided positive feedback to the company regarding adherence to policies and guidelines

- Department roadmap provided a means of effectively communicating Objectives, Strategies and Implementation Plans to the staff and Executive team

- Reporting implementation provided the Executive team with information to make timely decisions

INNOVAR DIFFERENTIATOR

CROSS FUNCTIONAL EXPERIENCE: With Innovar's highly experienced and diversified team, we are able to bring technical requirements and business requirements together to create a roadmap that adheres to the overall company goals.

UNDERSTAND INDUSTRY STANDARDS: Our team understands what is required in the health care industry and ensured that our client met and exceeded the standards and requirements as outlined by CMS.

COST SAVINGS: Knowing how to streamline efforts within an organization is the key to success. The Innovar team assessed our client's current processes and developed a plan to reduce costs and raise efficiencies while meeting their goal of TFN reduction.