

SUCCESS STORY | *Outsourcing and Transition Readiness in a Health Care Environment*

OPPORTUNITY

A Fortune 500 managed healthcare company was looking to transition call center functions to multiple geographically dispersed BPOs within a four month timeframe. The company needed program and project management expertise to manage BPO transition activities, create and drive detailed project plans, track and drive issue resolution, oversee development of training materials, develop and execute training plans and ensure adherence to Centers for Medicare and Medicaid Services (CMS) processes and procedures. Additionally, the company needed to establish a special services call center within a two week timeframe at one of the BPO sites.

ENGAGEMENT SCOPE

The Innovar team quickly performed an assessment to determine the critical path program and project activities to be executed. In a short timeframe, Innovar established overall project direction, created issues logs, and developed detailed project plans, training roadmaps, and communication plans. Innovar also established methods and procedures to provide a framework in support of adherence to CMS regulations and guidelines.

Innovar was able to:

- Create communication plans to allow the Client to effectively communicate across multiple vendors and internal departments – Sales, Marketing, IT, etc.
- Create and drive detailed project plans ensuring timely transition with a highly aggressive timeline
- Develop and execute a training roadmap providing a high level of quality within the BPO staff
- Establish processes to ensure call center adherence to CMS regulations and guidelines
- Develop and drive a project plan for rapid deployment of a special services call center

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RESULT

- Successfully transitioned services to BPOs on time and under the established budget
- A high level of quality was established across BPO call center staff through the training roadmap and materials
- BPO call centers were compliant with CMS regulations and guidelines
- Unprecedented establishment of the special services call center within the two week timeframe

INNOVAR DIFFERENTIATOR

PROJECT MANAGEMENT EXPERTISE: Our team brought tested and proven project management methodologies to this engagement to ensure the client had clear direction, along with necessary training and communication, while meeting all necessary CMS processes and procedures.

RAPID DEPLOYMENT: Because Innovar has a team with a combined 20+ years of experience in the industry, we were able to establish the special services call center within the client's two week timeframe. Our methodologies and procedures allowed for this rapid establishment without needing time to "ramp up".

CROSS SITE TRAINING: When call center functions are spread across multiple locations, a training roadmap is essential. The project team was able to deliver an effective training program that ensured a high quality of customer service across all call center locations.