

RESTRUCTURING SUPPORT FOR THIRD-PARTY ADMINISTRATOR

Third-party administrator offering nationwide services to Health Plans sought assistance with restructuring and migrating platforms

Client Challenge

- Third-party administrator experienced challenges attributable to outdated legacy systems, which necessitated restructuring and migration to a new multi-platform solution
- Assistance was needed to provide operational support, change management and training due to the significance of the changes and impact to employees, clients and other key stakeholders

FluidEdge Services & Solution

- Created and delivered an Operational Support Program that bridged Business Operations, IT and Health Plan Programs ensuring quality of deliverables, systems and software compliancy and organizational alignment
- Developed over 1000 process maps and desk level procedures for every department affected by technology changes
- Change Management and Training Program consists of initiatives to engage and empower employees to successfully enter and thrive in the new world of operations

Distinguishing Outcomes

- ▶ Identified **change management** champions, coaches, and super users
- ▶ Created **Communication Plan** with increased level of communications and engagements throughout the change management process
- ▶ Developed **process maps** which were used to develop training content and delivery
- ▶ Provided **business support** and user triage
- ▶ Generated use cases, **user acceptance and regression testing**
- ▶ Documented business requirements

Key Results Achieved

- Conducted training needs assessment to ensure successful outcomes
- New Platforms successfully launched while minimizing impact to operations, employee engagement, and clients
- Achieved objectives as outlined in the mission statement to “Ensure that people, processes and technology are positioned for a successful transformation to the future state operating model”
- Created over 1000 process maps and desk level procedures and a document management system to support it

About FluidEdge Consulting

For over a decade, FluidEdge Consulting provides healthcare organizations with comprehensive consulting solutions by integrating their business needs, corporate goals, industry trends and information technology. With a team of over 120 professionals, FluidEdge Consulting provides strategic planning, implementation services, program and project management and business transformation services to healthcare organizations, which include health plans, life sciences companies, large provider systems, and healthcare technology firms. FluidEdge has been ranked in the Inc5000 as one of the fastest growing private companies in the United States for six consecutive years. In 2018, FluidEdge Consulting received a strategic investment from CitiusTech, a leading provider of healthcare technology solutions and services. (www.fluidedgeconsulting.com)

About CitiusTech

CitiusTech is a leading provider of digital technology and consulting services to payer, provider, medical technology and life sciences companies. With over 6,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation and industry-wide convergence for over 130 organizations, through next-generation technologies, solutions and products.

Key focus areas include healthcare interoperability, secure data management, quality and performance analytics, value-based care, patient experience, medical imaging, connected health, payer-provider convergence, care coordination and population health management. CitiusTech’s cutting-edge technology expertise, deep healthcare domain expertise and a strong focus on digital transformation enables healthcare and life sciences companies to reinvent themselves to deliver better outcomes, accelerate growth, drive efficiencies, and ultimately make a meaningful impact to patients.