

# Implementation Consulting Services

Experienced People  
Proven Approaches  
Technology Expertise



In today's rapidly changing environment health insurers are looking for a competitive edge. Organizations are implementing new systems or upgrading their current applications to enable improvements in customer service and health outcomes and help lower administrative costs.

eHealthPartners specializes in implementation of industry-leading payer application software and provides a broad range of services to leverage the success of your implementation.

Our Implementation Consulting services include:

## New System & Application Upgrade Analysis & Planning

Clearly understanding the differences between your current application or version and your new system or version and how these differences will affect the way you do business is a critical first step in implementing or upgrading your application software. We help you understand the differences, make important decisions and develop a comprehensive implementation strategy and roadmap.

## Project Management

Effective project planning is an essential first step toward a successful implementation.

eHealthPartners consultants have extensive experience with planning and managing the complex array of activities associated with successfully implementing or upgrading payer application software. We use proven methodologies and best practices developed and refined over hundreds of projects. Through business process analysis, process creation and documentation, staffing analysis, resource allocation and problem resolution we help your company realize the benefits of Project management.

## Business Analysis

eHealthPartners can help your organization prepare for change by confirming how you conduct business today (the As-Is) and how you plan to conduct business in the future (the To-Be). Our consultants have deep knowledge and expertise related to payer industry trends, business segments and business processes. We collaborate with your team, clarify your goals and help determine the optimal integration of people, processes and technologies.

## New System & Application Upgrade Analysis & Planning

- Scope & Requirements Definition
- Identifying functionality Gaps in Current Applications
- Determining how Gaps will be Addressed in new Systems/Versions
- Evaluating new Application Functionality & Business Process Improvement Opportunities
- Developing an Implementation Strategy & Project Plan that Addresses Business Priorities, Timing Issues & Resource Requirements

## Project Management

- Planning, Organizing & Initiating Projects
- Identifying, Assessing & Mitigating Project Risks
- Managing Project Phases, Activities, Interdependencies & Resources
- Communicating Progress & Resolving Implementation Issues
- Coordinating & Optimizing Time, Resources and Cost

## Business Analysis

- Gathering & Documenting new Business & Technology Requirements
- Documenting & Flowcharting As-Is & To-Be Business Processes
- Creating Functional Specifications
- Re-engineering Work Flows



### Software Configuration

- Assessment of Current & Future Business Processes
- Development of Configuration Strategy & Work Plan
- Configuration Mapping
- Use of Proprietary Configuration Tools

### Testing

- Creation of the Testing Strategy
- Development of Test Scenarios
- Management of all Phases of Testing
- Performance Testing

### Training

- Training Needs Assessment
- End-User Training Customized to Your Business Processes

### Post Implementation Review

- Reviewing System Configuration
- Analyzing Key Business Processes
- Verifying Claims Payment Accuracy
- Assessing Application Performance
- Identifying Training Gaps

### Care Management

- Assessment of Care Management Programs & Capabilities
- Development of Care Management Strategies
- Use of Predictive Modeling Tools
- Development of Care Plans
- Care Management Reporting

### Claims Optimization

- Claims Processing Assessment
- Claims Business Process Analysis & Improvement
- Claims Backlog Reduction

## Software Configuration

Optimal software configuration may be the single most important activity related to successful payer application software implementation. Making the right configuration decisions results in efficient, flexible options that will meet current and future business needs. The wrong decisions can limit your alternatives, increase costs, decrease flexibility and reduce application performance.

## Testing

Performance shortcomings in software result in lost revenues, increased costs and customer dissatisfaction. Traditionally, less than 50% of application functionality undergoes unbiased functional, performance and integration testing before deployment. Effective application testing enables validation of all implementation and configuration decisions. eHealthPartners uses proven testing approaches and tools that allow your organization to ensure that the software performs as expected.

## Training

Training is a critical requirement for business process and Information Technology effectiveness. eHealthPartners provides a range of Training-related services. Our services enable your organization to leverage all the applications capabilities and your employees to be more knowledgeable, productive and effective in their roles.

## Post Implementation Review

eHealthPartner's goal is to help our customers get the most out of their new or upgraded system. A key strategy to accomplish this is to conduct a Post Implementation Review. The finding and recommendations of the review help you fine-tune your configuration, business processes, application performance and employee's skills related to use of the new system.

## Care Management

Care Management applications effectively support focused case, disease and population health management programs. They allow you to more easily identify higher opportunity populations and ensure patient-centric care management regardless of morbidity or risk levels. Our Care Management services help you assess your care management capabilities, develop or refine care management strategies and implement enabling technologies.

## Claims Optimization

Inefficient business processes, especially in claims processing can rob payer organizations of vital capital resources and frustrate health plan members, providers and employees. eHealthPartners delivers re-engineering solutions that help reduce the costs of claims business processes, accelerate claims processing throughput and increase auto adjudication rates. This helps you to more accurately predict and effectively manage administrative costs.