

SERVICES AND SOLUTIONS FOR MANAGED CARE ORGANIZATIONS

TECHNOLOGY AS A CATALYST FOR DIFFERENTIATION.

- ◆ Are you providing the tools your members need to access healthcare services proactively?
- ◆ How are you tracking the quality of provider services in order to ensure positive outcomes?
- ◆ Which techniques have you leveraged to optimize processes that lower cost, without jeopardizing quality?
- ◆ Do you have a forum for trusted, transparent information that not only satisfies regulatory requirements, but also educates your constituents?

MEET THE CHALLENGES HEAD ON.

Managed care organizations face significant challenges as spending grows disproportionately with misaligned allocations—in an environment of increased utilization and consumer demand for greater choice. These dynamics have forced trade-offs between cost of care, quality of care, and access to services. Efficient organizations typically achieve success in one or two of these areas, but usually not without compromising the other(s).

Proactive managed care organizations have an opportunity to achieve balance across **cost, quality, and access** by optimizing operational processes through better information management.

Business and IT Process Alignment

Business and IT architectures have a limited capacity for integration and interoperability. At the same time, process and technology applications continue to evolve due to growing regulatory requirements and constituent desires for customization and scalability. To address these consumer-centric requirements, organizations must find better ways to standardize and integrate systems and data.

Customized Products and Services

Data-driven insights enable the creation of adaptable products and services that meet members' service expectations—often set by their experiences with other industries (financial services, hospitality, retail). For example, managed care organizations can design products customized for a disease state with variable premiums.

IT-driven Cost Management.

Aggregating operational and financial information at granular levels can help identify opportunities for tactical cost-cutting initiatives, such as determining the cost of a potentially redundant claims management system on a \$PMPM basis.

OUR SERVICES AND SOLUTIONS.

- ◆ Project and program management
- ◆ IT management and technical due diligence
- ◆ System integration and implementation support
- ◆ Process and supply chain optimization
- ◆ Customer relationship management
- ◆ Business intelligence and advanced analytics
- ◆ Section 111-compliant Information Collection for Employers (ICE application)
- ◆ ICD-10 conversion and disease management accelerators

WE CAN HELP YOU FIND VALUE IN A CHANGING MARKET.

West Monroe Partners combines extensive strategic and technology expertise with an in-depth understanding of all aspects of the healthcare industry—experience that we apply to help managed care organizations:

- ◆ Improve project value and staff productivity.
- ◆ Reduce IT spend.
- ◆ Increase member satisfaction.
- ◆ Expand market share.

That's business in the right direction.

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients' most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 300 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.