

## CASE STUDY - HEALTHCARE TCOM PEER REVIEW

### Business Challenge

**Integrated Management Services, LLC (IMS)** was contracted by a healthcare payer that offers one of the top Medicaid health plans in the nation to conduct a detailed peer review of the process and capabilities of their Telecomm Engineering and Vendor Management.

The objectives of this peer review were to provide an objective assessment of telecomm designs, architectures, scope, implementation plans and budgets. **IMS** also provided consulting support for vendor management with regards to technical requirements, designs and budget.

### IMS Peer Review Methodology

IMS has developed a comprehensive method of Expert Peer Review that utilizes various subject matter experts throughout the **IMS** organization. In each stage of work, the core team of consultants presents the materials for rigorous examination by these experts. Each expert provides feedback based on a developed set of questions and standards to incorporate into the working deliverable. The core team then meets with the different industry or subject matter experts to conduct a facilitated review of the Client's case study and develop recommendations.

### The Current Service Difficulties

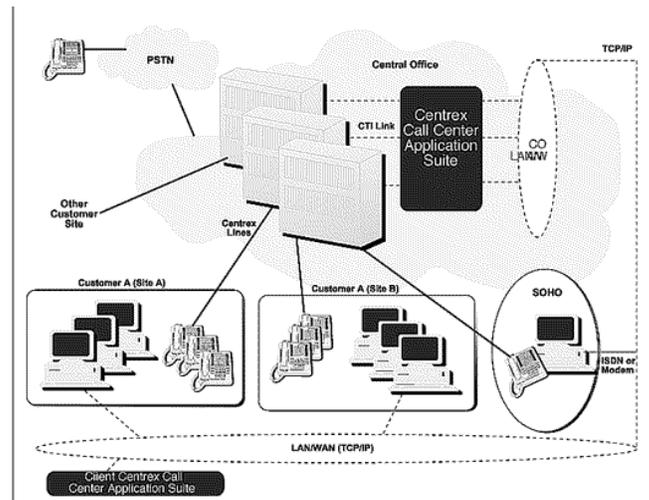
The Payer's voice platform is a key operational element for over 70% of their workforce. Therefore the majority of their workforce is call center agents whose calls are both managed and recorded. These agent types range from member services agents to medical professionals who manage their member's care. Of these member care calls, 80% are inbound toll free calls.

For Business Continuity purposes, they needed to provide an alternative method of servicing these member calls and that method needed to replicate the management (call management, recording, etc.) that exists in production. In an event where they would lose their primary production Data Center and/or office they would deploy agents to alternative work locations.

### The Peer Review

This TCOM peer review developed an overall assessment of the Firm's telecommunications operations and a profile of the existing services, infrastructure, personnel and effectiveness. The results of this assessment were

used to evaluate the strengths, vulnerabilities, opportunities and threats (S.V.O.T) inherent in the current telecommunications environment. This SVOT assessment facilitated the formulation of recommendations for service improvement, cost reduction, efficiency enhancement and strategic planning.



The initial peer review analyzed the design recommendations from various telecomm vendors. **IMS** experts utilized their breadth and depth of knowledge along with their unique facilitation tools to analyze the proposed design and associated fees being offered by each vendor. The combined strength in experience and expertise gave these reviewers the ability to dissect and benchmark the options to past clients and industry/market trends.

### Results

**IMS** leveraged its Telecomm expertise to create a strategic recommendations roadmap to improved and standardized Telecomm policies as well as vendor selection and management recommendations.

*After 20 hours of billable work, the final recommendations saved the organization 40% of the original costs offered in the original vendor proposal.*