

Health plans face complex challenges and demands to demonstrate consistent, measurable improvements in performance and better outcomes for their members. This is especially challenging for small and mid-size health plans that do not have the resources of larger entities. As part of the Health Performance Accelerator (HPA) portfolio of solutions, Health Management Associates (HMA) and HealthEC can provide robust business and technology supports to small and mid-size health plans with the goal of aligning consulting services with information technology (IT) capabilities.

THE CHALLENGE

Health plans face constant challenges in dealings with stakeholders, including state and federal regulatory agencies, enrollees, providers, and advocacy groups. Competing demands require both considerable nimbleness and the ability to leverage information for multiple purposes both rapidly and effectively. For smaller health plans, these challenges are particularly acute given limitations in:

- » IT infrastructure - often plans must rely on third-party solutions and/or systems designed for healthcare providers
- » Analytics resources
- » Access to timely, accurate, and meaningful data due to technology and resource limitations
- » Ability to synthesize data to drive resource allocation for improved population health and care management

THE SOLUTION

HPA solutions equip health plans with the technology assets and advisory services they need to ensure consistent, high-quality results and improve their ability to manage care in the most cost-effective way, thus positioning plans to demonstrate quality outcomes and value.

KEY SOLUTION FEATURES

HMA SOLUTION FEATURES INCLUDE:

- » Market profiling
- » Market entry strategy development
- » Development and evaluation of applications and RFP responses
- » Design and implementation of:
 - » Performance management systems that address the needs of various stakeholders and ensure compliance across programs and functional areas
 - » Value-based care programs and other service delivery innovations
 - » Models of care and care management programs tailored to different populations, e.g. individuals with multiple complex physical and behavioral health needs.
- » Cost of care/service utilization analysis

HEALTHEC SOLUTION FEATURES INCLUDE:

- » A universal data warehouse that integrates claims data, electronic medical records (EMR), health information exchange (HIE) clinical data, and social determinants of health (SDOH) to facilitate unparalleled data access and connectivity and reporting capabilities
- » Ability to analyze provider access and network inadequacies that drive closing of provider network gaps in an expeditious and cost-effective manner
- » Care management workflow functionality that includes embedded assessments, including SDOH assessments, to address barriers to care and facilitate data-driven collaboration amongst members of a care team
- » An “out-of-the-box” library of over 500 quality and performance measures that can be auto-generated
- » Ability to profile and conduct comparative analysis of provider performance



PROVEN RESULTS

HMA's consulting and advisory services and HealthEC's highly customizable data analytics and care management platforms have positioned clients to succeed.

OUR WORK INCLUDES:

Community (County-Based) Health Plan

By leading a health plan through a robust strategic planning process and redesign, HMA helped the plan implement whole-person care and health home pilots.

Local Health Plans (Multiple)

HMA engaged in rapid-cycle intervention with health plans to address External Quality Review Organization (EQRO) findings and improve results. In addition, this work aimed to retain Medicaid contracts and improve quality for optimum return on investment for the plans.

Local Hospital Health Plan

By conducting an assessment of the behavioral health service delivery model for a local hospital-based health plan, HMA was able to identify member needs and increased capacity for delivery of behavioral health services across multiple counties and the population served.