

Case Study

Managed Care Organization

Transformation Management

Situation

- Supported the largest Orthotic & Prosthetic (O&P) provider organization in the US to plan and execute the go-live of a wholly owned Managed Care Contracting subsidiary
- Implemented a national contracting and centralized billing aggregator
- Developed parent company stakeholder and governance (Board) approval reporting

SMA Services



Strategic Review



Business Planning



Technology Alignment



Business Transformation

Actions & Impact

- Planned and facilitated design and implementation efforts for 8 separate operational readiness workstreams
- Led requirements development, vendor identification, RFP solicitation/response and selection of claims processing, front-end intake, payment remittance and data/analytics reporting systems
- Supported staff hiring, on-boarding and training activities for 30+ new staff members
- Created Standard Operating Procedure (SOP) planning and documentation framework for 25+ new or enhanced SOPs
- Facilitated integration project communications across 10 separate 3rd party vendors

Results



**Implemented
Centralized
Contracting
Model**



**Operationalized
\$50M in Year 1
Billings**