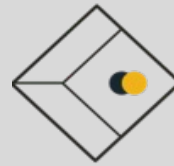


# Case Study



**SUNSTONE  
MANAGEMENT  
ADVISORS**

## **Managed Behavioral Health Company** Claims System Implementation

### **Situation**

- Multi-state MBHO (ownership from several BCBS plans) interested in offering claims processing capabilities to current and future clients in response to market inquiries and RFP requirements
- Recognized need for real-time claims data to enhance the ability to participate in risk contracts and control costs through more robust care management
- No dedicated internal claims operations or system implementation resources
- Multiple stakeholder inputs and requirements regarding claims capabilities and timelines required significant Change Management attention and communication

### **SMA Services**



**Strategic  
Review**



**Operations  
Planning**



**Technology  
Alignment**



**Business  
Transformation**

### **Actions & Impact**

- Developed business and technical requirements to support Request for Proposal (RFP) procurement
- Led RFP project involving multiple potential solution vendors
- Facilitated Executive Management vendor selection and contracting
- Developed Claims System Operating Model and Implementation Plan
- Managed staff hiring efforts, including SVP and Claims Processing Management/Staff recruitment, on-boarding and training
- Documented User Acceptance Testing and Go-Live approval plan
- Led client discussions regarding transition timelines and performance expectations
- Launched new claims processing capabilities via pilot and scaled programs in 12 months

### **Results**



**\$10+M in  
New  
Business**



**3 New  
Client  
Contracts**



**15+ New Staff  
On-Boarded**