Payer Transforms Time and Quality Shortage with Value-Driven Delivery Model

Customer Profile
Nonprofit health insurance company provides plans to over 2 million customers across the United States.

Solution benefits include reduced time to delivery, improved quality, reduced costs and greater brand credibility.

Challenge
Time and talent shortages put the bottom line at risk, including the successful completion of $48 million in projects across claims and billing, Big Data and (Health Insurance Protection and Accountability Act (HIPAA) compliance.

Solution
Kforce's proactive, value-driven resource model outlined several key phases for hiring 30 project managers and analysts, including assessments, recruiting, delivery, deployment and retention.

Outcome
Resource acquisition now includes a reduced time to delivery, improved quality, reduced costs and greater brand credibility.

Value-Driven Delivery Model

Healthcare | Case Study

Challenge

As a non-profit health insurance organization grew competitively in the West, leadership faced complex resource challenges that strongly impacted their bottom line-from aligning the right functional resources to supporting a $48 million strategic projects portfolio.

Approximately 30 resources (project managers and enterprise analysts) were in high demand for several core initiatives, including:

- Claims and Billing Process/System Stabilization
- ICD-10
- Inter-Plan
- Health Information Exchanges
- Stabilization

- Medical Management System Implementation
- Big Data, Data Office & Data Governance
- Development
- HIPAA Compliance & Optimization

Solution

Kforce's local market/account leadership, supported by its Advisory & Solutions team, partnered with the customer to effectively integrate Kforce's delivery framework into the existing structure and processes.

Key components of this proactive, value-driven resource model focused on:

- Assessment/Needs Analysis – integrating customer demand management processes with customized, pre-screening activities and profiles; technology based profiles filter unqualified candidates Recruitment Cycle/Qualification/Matching development of a virtual bench for available and relevant candidates, with the right match targeted through advanced skill assessment platforms such as IKM and Kenexa Prove It!

- Delivery, Deployment and Retention Cycles – creation of customer-specific, role based onboarding "playbook" designed to accelerate resource ramp-up time and immediately increase productivity with customized task checklists and knowledge points

Outcome

Reduced Time to Delivery

- Demand Management – improved management in the supply of relevant, qualified resources
- Standardized Roles/Job Descriptions – jointly developed, standardized core functional/technical requirements aligned with business needs, and periodically reviewed as the business changes
- Proactive vs. Reactive – in-depth assessments and needs analysis via demand management processes, allowing for a more proactive recruitment and delivery cycle

Improved Quality

- Collaborative Assessment/Needs Analysis – a greater ability to plan, identify and re-deploy resources
- Enhanced Onboarding/Preparation – the development of customer-specific role-based checklists for onboarding resources, ensuring a greater understanding of methodologies, processes, tools, culture and reduced ramp-up time

Reduced Costs

- Mitigation of retention challenges and potential re-hire costs
- Reduction of project overruns as a result of more relevant, qualified resources being assigned

Greater Brand Credibility

- Delivery of quality and success closely correlated to improve value and perception of the customer's project management office brand

As the customer's project management office continues to improve its brand and perception with the business and IT groups, quality is critical. Kforce looks forward to collaborating with the customer to support the completion of projects across core initiative areas.

About Kforce

Kforce is a professional staffing and services provider, offering critical support for Health Information Technology (HIT), revenue cycle management and Electronic Health Record (EHR) initiatives. Our portfolio highlights work with more than 100 providers, payers and healthcare service organizations, and a talent network featuring more than 2,000 highly skilled resources across the country.