



Transformative Partnership: Driving Operational Excellence and Quality Care

CUSTOMER SUCCESS STORY

THE CLIENT

Our client, based in New York state, operates a Medicaid Managed Long Term Care Plan, catering to Medicaid beneficiaries who require sustained support. Their primary mission is to facilitate these beneficiaries in remaining within their home and community environments, thereby promoting an enhanced quality of life.

YEARS OF SUPPORT

This client has consistently placed their trust in our competent team over a span of multiple years to navigate them through a multitude of projects. Our robust collaborations have marked significant milestones in multiple areas of their business. Our shared journey has been characterized by the successful completion of numerous strategic initiatives, each unique, yet collectively attesting to our unwavering commitment to add value and drive operational excellence in their organization.

COMPREHENSIVE SUPPORT

While we've continued to partner on projects beyond this foundation, these four projects undertaken with this client provide a comprehensive view of how our services have positively impacted their operations in various departments.

Project One involved the development and implementation of a comprehensive compliance program. This included establishing an ADA plan, creating operational policies, generating desk procedures for incident reporting, and instituting a system that documents all regulatory contractual obligations. As a result, this client now operates with a firm, regulatory-compliant foundation.

"Impresiv has been an instrumental partner in our journey towards healthcare excellence. Their innovative approach and deep understanding of our goals have significantly enhanced our operational efficiency. Our partnership with Impresiv has not only strengthened our standing in the healthcare sector but has also empowered us to set new benchmarks in quality care. We are fortunate to collaborate with such a committed and expert team."

-Medicaid Managed Long Term Care Plan in New York City

AT A GLANCE

Industry

- Medicaid Managed Long Term Care Plan
- Customized care solutions
- Dedicated to continuous improvement

Challenges

- Regulatory requirements
- Complex systems management

Results

- Long-term partnership
- Strategic transformation
- Continuous improvements to care delivery



Regulatory Compliance



Improved Care Management



Customized Care Solutions





CUSTOMER SUCCESS STORY

COMPREHENSIVE SUPPORT CONTINUED

In **Project Two**, we redefined business requirements, processes, and workflows for the Member Services, Intake, and Enrollment departments. The successful implementation of new policies and procedures has improved throughput to Clinical Operations, leading to a more effective member-centered plan of care.

The aim of **Project Three** was to assess the current state of the Care Management program, identify weaknesses, and propose a roadmap for improvement. Consequently, this led to a redefinition of the Care Management and Utilization Management programs, with revised policies and procedures reflecting the improvements.

Finally, **Project Four** was centered on creating a care planning library for the MLTC membership. The introduction of the online library now allows the client's staff to create individualized plans of care based on evidence-based clinical guidelines.

RESULTS

1

Strategic Transformation

The long-term partnership has resulted in strategic transformations in the client's healthcare management processes, leveraging innovative technologies to enhance efficiency and quality of service delivery.

2

Expanded Implementation Capabilities

Through our collaboration, the client has successfully executed numerous initiatives, each contributing to their reputation as a leading entity in the healthcare sector and validating their commitment to quality care.

3

Delivered a Competitive Edge

The unwavering trust placed in our team by the client over the years has enabled us to drive significant improvements in their operational performance, thereby ensuring their competitive edge in the ever-evolving healthcare industry.

The Impresiv team's dedication to understanding and aligning with our vision resonates in every project, translating into a heightened level of service delivery and patient satisfaction. It's a joy to collaborate with a partner that shares our commitment to healthcare excellence and innovation. Looking forward to many more years of this fruitful association."

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ADDED VALUE



Transform Your Operations

Our team is committed to understanding and aligning with your unique objectives and vision, enabling us to deliver personalized and strategic solutions that drive your operational success. We pride ourselves on being more than just a service provider; we are your partner in fostering healthcare excellence. As your trusted partner, we are focused on delivering innovative solutions that not only meet but exceed your expectations, ensuring your satisfaction and the enhanced well-being of your organization.

Consulting. Staffing. Technology.
THAT'S IMPRESIV.

