



Successful Population Health and HEDIS System Implementation + Process Improvement

CUSTOMER SUCCESS STORY

ABOUT THE CLIENT

This large Midwestern Prepaid Inpatient Health Plan (PIHP) leads a provider service network that assists approximately 23,000 citizens at more than 300 service sites throughout the county.

CHALLENGES

Difficulties with data reliability, complex processes, and insufficient visibility drove their to upgrade its HEDIS system.

Struggling with unreliable data, cumbersome processes, and a lack of visibility into HEDIS-mandated reporting, this PIHP faced challenges in obtaining the right data to best support care management across their clinics. This hindered their ability to secure additional funding for their mission and created a reactive approach to meeting and managing specific incentive programs.

SERVICES

"We needed a tactical partner who was dedicated to adhering to the specific requirements and timelines."

After a lengthy RFP process, this client partnered with Impresiv Health to implement a new NCQA-certified HEDIS measures system and improve their processes.

During this collaboration, we took the lead in managing multiple vendors on behalf of the PIHP. Our primary focus was on implementing the VDT Affinitē software, customizing reports within the platform, and streamlining standard processes by documenting workflows and job aids.



**Streamlined
Systems
Implementation**



**Responsive
Vendor
Management**



**Customized
Reporting +
Processes**

"Impresiv Health helped us to build a proactive approach to managing data while creating customized reporting solutions that help us track and meet special incentive program requirements. We are grateful for their expertise and appreciate both their extensive communication efforts and unyielding focus on our timeline as a partner in this implementation."

Midwestern PIHP CIO

AT A GLANCE

Industry

- Public Mental Health
- Provider Service Network
- Mission-Focused Healthcare

Challenges

- Data Reliability
- Cumbersome Processes
- Insufficient HEDIS Visibility

Results

- Compliance Visibility
- Higher Incentive Payments
- Workflow and Process Improvement





CUSTOMER SUCCESS STORY

SOLUTIONS

Implementing a more efficient and effective healthcare solution that delivers state-specific measures accurately and seamlessly.

We had three main goals to support our client in this implementation:

1. Deploy Affinitē, along with out-of-the-box reporting measures, as we implemented a system capable of accurately reporting HEDIS data for their populations.
2. Implement customized solutions within Affinitē for specific reporting on the special incentive programs from their state's Medicaid program.
3. Document and improve Care Management workflows in a way that supported existing needs as well as future program expansion.

Beyond the direct implementation, this client entrusted our team with project and vendor management. Adept at keeping multiple teams on track with timelines and budgets, we leveraged ongoing and consistent communication across all involved teams, and ensured that this project was delivered on time, on budget, and within scope.

RESULTS

1

Compliance Visibility

Our implementation gave this PIHP the visibility to track their HEDIS compliance, which is a critical element in continuing eligibility to function as a Medicaid plan.

2

Higher Incentive Payments

We improved reporting for incentive programs, resulting in a greater capacity to meet their goals successfully, which will ultimately result in higher incentive payments.

3

Workflow and Process Improvement

We implemented a customized care management solution within Affinitē to meet the needs of existing programs while allowing flexibility for future enhancements as their business process evolution continues.

"We truly enjoyed working with the Impresiv Health team on this implementation. We're grateful for their deep understanding of implementing data-focused solutions that support our organization's ability to continuously improve our care delivery model. The customized reporting is especially helpful in helping us to reach our long-term goals."

Midwestern PIHP CIO

ADDED VALUE

✓ **Extensive Team Training
Eliminates Need for Ongoing
Support**

Impresiv revolutionized this client's operations by implementing a cutting-edge system and streamlining their data management and goal tracking processes. With our guidance, they adopted best practices for release management and maximized the potential of Affinitē systems and reports. Now, their team is equipped to confidently handle the solution independently, eliminating the need for ongoing external support.

**Consulting. Staffing. Technology.
THAT'S IMPRESIV.**

