



Strategic consulting and a tailored implementation drive real results

CUSTOMER SUCCESS STORY

PUBLICLY FUNDED BEHAVIORAL HEALTH SERVICES CLIENT

Our client is a publicly-funded Local Management Entity-Managed Care Organization (LME-MCO) located in North Carolina. The center is dedicated to providing high-quality behavioral health services for individuals dealing with mental health issues, intellectual/developmental disabilities, and substance use disorders.

CHALLENGES

Program growth creates expanding organizational and technological needs.

As an agent of the North Carolina Department of Health and Human Services, this client ensures service accessibility in the regions they serve through a network of private contractors. As they've expanded their program, they've found their existing system insufficient for the growing organizational and system requirements, ensuring consistent deliverability, and meeting regulatory requirements to manage members and report data effectively.

SERVICES

"We required a service provision that offered a strategic blend of professional expertise and implementation support."

Impresiv provided a variety of clinical experts to capture detailed requirements and guide the development of effective workflows. We implemented a suite of Jiva products from ZeOmega, translating all of their existing resources into the proper documentation for the new solution. Finally, we helped this client gain compliance with ambiguous North Carolina state standards in their efforts to become a Tailored Plan.



**Managed Care
Platform
Implementation**



**Strategic
Consulting for
Informed
Decisioning**



**Resources
Translated to Jiva
Language**

"Working with Impresiv has been a game changer for us. We communicate a myriad of information every day to their PM and project resources. With an exceptional ability to leverage this information, Impresiv continually presents us with solutions and future opportunities that are aligned precisely with what we are looking for. Their service is second to none."

-Publicly Funded Behavioral Health Services Client

AT A GLANCE

Industry

- Behavioral Health Services
- Managed Care Organization
- Publicly-funded healthcare

Challenges

- Needed complex care management platform implemented quickly
- Hurdles in becoming a Tailored Plan in North Carolina

Results

- Successful Jiva Implementation
- Gained compliance with NC Tailored Plan requirements





CUSTOMER SUCCESS STORY

SOLUTIONS

Strong clinical and technical knowledge and systematic project management resources resulted in a seamless and effective implementation journey.

Throughout this implementation, the Impresiv team of Clinical SMEs presented industry-standard recommendations to foster informed decision-making. Beyond strategic advice, Impresiv Health played a crucial role in bridging this client's internal knowledge gap of the ZeOmega Jiva platform. Our resources ensured their requirements were effectively translated into the Jiva language while fully implementing the ZeOmega OOB Jiva 6.5 Care Management Platform in under five months.

Amidst repeated delays and ambiguous requirements from NC State, the diverse experiences and backgrounds of the Impresiv team allowed us to provide clear definitions for most state requirements, further easing the transition process for this client. Throughout the process, our dedicated project management team provided a rigorous management cadence, featuring daily, weekly, and bi-weekly checks, which served as the bedrock of our project's efficient progression.

RESULTS

1

Facilitated Effective Knowledge and Skills Transfer

Our team presented industry-standard recommendations to foster informed decision-making. We leveraged our expertise in the ZeOmega Jiva platform to bridge any existing knowledge gaps while getting the client's team up-to-speed with their new technology.

2

Efficient Translation and Implementation of Jiva

We ensured that the client's requirements were accurately translated into the Jiva language and that the ZeOmega OOB Jiva 6.5 Care Management Platform was fully implemented within a span of five months.

3

Ongoing Relationship Built on Trust and Experience

As they continue to expand their programming, we have maintained a long-term trusted relationship to implement new technology modules while acting as a resource extension for their internal team.

"The team at Impresiv has truly lived up to their name. We are immensely satisfied by Impresiv's remarkable capability to set up our new Care Management Platform, including six modules, in under five months. This success is indicative of their exceptional skill and dedication. We look forward to a continued partnership with Impresiv over the coming years."

-Publicly Funded Behavioral Health Services Client

ADDED VALUE

Real results at your speed

Our success is deeply rooted in our unique blend of clinical expertise and advanced project management capabilities. With a team of healthcare professionals well-versed in various clinical practices, we drive impactful changes in organizations like yours. Combined with excellent project management, we focus on timelines, budget allocation, and efficient resource utilization. This synchronization results in streamlined operations, implementation of effective solutions, and ultimately, customer satisfaction.

Consulting. Staffing. Technology.
THAT'S IMPRESIV.

