



Case Study: Staff Augmentation: Hoosier Care Connect Plan Provider

CHALLENGE

A Managed Care Entity (MCE) providing Medicaid health care benefits through the State of Indiana's Hoosier Care Connect Plan needed assistance with Quality Efforts and Operational Compliance.

PROBLEM

In order to comply with its contract with the State of Indiana, the MCE needed assistance with the following tasks:

- Procedural documentation support
- Review of regulatory requirements to determine gaps and offer guidance on reaching compliance
- Tracking receipt of, storing, and distributing various reports
- Documenting the status of various projects

SOLUTION

netlogx was able to assist our client by providing trained Project Management team members to support the client's functional area teams with completing a variety of internal tasks. Under the management of the client, netlogx provided support in the following areas:

- Reported project progress to leadership on a weekly and monthly basis
- Created internal trackers and action items logs to monitor project status
- Identified activities impacting operations and elevated the issues to the Client Project Manager for resolution
- Diagnosed problems with implementing Medicaid processes
- Defined and documented client communication needs
- Developed a process map to define and document provider communication requests
- Managed the provider communications process by working with client teams to identify communication needs, defining timelines, and progressing the communications through the internal approval avenues



SOLUTION (Continued)

- Collaborated with business owners to develop and draft communication content
- Reviewed written communications to identify needed edits to ensure documents were in compliance with regulations
- Performed Quality Assurance reviews to ensure documents comply with formatting requirements and are stored in the correct repository
- Ensured that approved provider communications were promoted to the correct client website and stakeholders
- Responded to provider inquiry requests using information from the client databases
- Coordinated with internal client staff to identify needed updates to the provider inquiry manual
- Worked with Federally Qualified Health Center (FQHC)/Rural Health Clinic (RHC) facilities to identify File Transfer Protocol (FTP) capabilities and communicate instructions for using FTP site to send/receive monthly client reports in a secure manner

RESULT

netlogx' project management expertise enabled us to track the progress of multiple work streams, enabling our client to complete the work necessary to be in compliance with State requirements.

ADVANTAGES

- netlogx employees had the project management experience to help our client document and track the status of multiple projects
- netlogx' familiarity with Medicaid program requirements reduced the amount of "ramp-up" time on the project, enabling us to immediately put our knowledge to work supporting the client
- netlogx' Project Coordinators had the related experience to track, document, and store required materials according to the client's specifications