

# The Nolan Company

HEALTHCARE OFFERING



## NOLAN PRACTICES 360: ALIGN HEALTH MANAGEMENT

*Be certain that health management programs remain compliant in an ever-evolving marketplace*

**N**olan helps your organization bring health management programs into compliance now — and delivers a model for sustaining compliance over time.

In the normal course of business, health plans add capabilities and modify processes to deliver products and services more efficiently and effectively. All too often, however, these organizations fail to consider the compliance implications of modifying their health management programs — only to find those programs have become out of alignment with compliance requirements over time.

### **The Nolan Perspective**

In today's healthcare environment, maintaining compliance is a cost of doing business. The increased focus on regulation and standards means that health plans must align with a broader range of requirements (e.g. ACA-based, State-based, CMS-based, Contract-based, Standards-based), respond to more entities (e.g. CMS, State Medicaid Agencies, URAC, NCQA), and still keep up with more frequent notices and tighter deadlines. To navigate the complex compliance environment, health insurers must not only make sure their health management programs are compliant today, but also develop a framework that incorporates compliance into the day-to-day operating model. Compliance can't be an add-on or an afterthought — and organizations that build-in ongoing compliance will be more likely to stay compliant and can reduce the costs associated with maintaining compliance.

### **The Nolan Approach**

The Nolan Company has developed a comprehensive compliance approach, ***Nolan Practice 360: Align Health Management***, which has captured many of the typical re-

***HEALTH CHECK***

Are your health management programs compliant? In just a few weeks we can apply the ***Nolan Practice 360: Align Health Management*** approach to your organization to quickly identify compliance risks in your health management programs. At the end of the ***Health Check*** we provide an ***Alignment Diagnostic*** that outlines compliance risks and delivers a simple, practical roadmap for remediation.

quirements (e.g. HEDIS, URAC, NCQA) that apply to health management programs. Our profiling tools allow areas that are non-compliant, or at risk for becoming non-compliant, to be quickly identified and remediated. Our approach also includes Service Management and Process Maturity frameworks that allow compliance activities to be designed into day-to-day operating procedures so that once programs are brought into compliance they will remain compliant over time, even as requirements evolve. Our Service Management framework also provides a Compliance Module that

will allow requirements to be defined and monitored in a manner that can turn compliance audits into “*non-events*.”

### Reap the Benefits

Because we’ve already captured many of the key compliance requirements and defined tools and frameworks for assessing, achieving, and maintaining compliance, organizations can efficiently address compliance needs. Because our model focuses on aligning health management programs with compliance requirements as well as providing an approach for maintaining compliance, organizations can be confident that the resulting compliance model is comprehensive and will persist into the future.

### Why Nolan?

Nolan consultants are industry veterans who have held leadership positions in healthcare organizations. In other words, we’re much more than outsiders advising on indus-

try issues. We’ve owned the issues, and we’ve developed methods and tools to address them. Our experience means we can quickly frame the problems you face every day. Plus, our practical knowledge and tactical delivery helps extend your team’s capacity and skills. So ultimately, it’s the unique combination of industry expertise, intellectual property, and applied methodology that sets Nolan apart.

### About Nolan

For more than 40 years, The Nolan Company has helped businesses improve service, quality, productivity, and financial performance through process innovation and effective use of technology. We are experts in developing comprehensive operational capabilities that deliver immediate and lasting results.



## TAKE THE NEXT STEP: CONTACT US

For help with regulatory, contractual, or accreditation compliance – or to learn more about the *Nolan Practice 360: Align Health Management* offering – contact us today at (800) 248-3742 or visit [renolan.com](http://renolan.com)