

The Nolan Company

HEALTHCARE OFFERING



NOLAN PRACTICES 360: MANAGED MEDICAID

Position Your Organization to Excel in this Growing Market

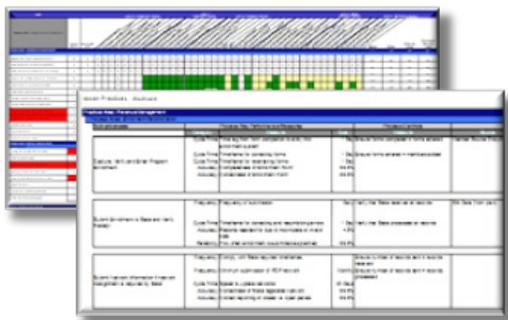
Our proven **Nolan Practices 360** model designed for Managed Medicaid, identifies the key activities that are critical for long-term success.

Prepare for Unprecedented Medicaid Growth

Over the next decade, eligibility for Medicaid programs is expected to grow by over 10 million members. Coupled with the expected growth comes an increase in program and member complexity, such as dual eligibles and long-term care. This increasing growth and complexity is driving new operational requirements, which will continue over the next several years. Now is the time to prepare your organization — before multiple change initiatives put a strain on existing operations.

Nolan's Proven Model

The **Nolan Practices 360: Managed Medicaid** model was developed by a team of experts with decades of experience in the managed Medicaid environment. This proven model defines how an effective operation should function within the space, and it identifies the specific processes that must be in place in order to meet current and long-term objectives. Our proprietary model has already been used in multiple health plans to successfully drive benefits.



Nolan Practices 360: Managed Medicaid and Process Maturity models



The Nolan Approach

Because our model clearly defines the essential activities for success in Managed Medicaid, we're able to quickly and accurately identify:

- Activities you should be performing, but aren't
- Broken processes that require remediation
- Processes that have not yet achieved the appropriate level of maturity

By overlaying our **Nolan Practices 360: Managed Medicaid** and **Process Maturity** models onto your existing operations, we've streamlined the assessment process. Nolan brings key metrics into view — including data quality, process accuracy, cycle times, and controls — to identify opportunities for improvement. As a result, your organization can begin making critical enhancements sooner.

Key Deliverables

Once we've identified the challenges and opportunities specific to your organization, we provide you with an actionable plan for:

- Implementing the activities necessary to close process gaps
- Fixing broken processes
- Bringing existing processes to appropriate levels of maturity

In addition, by using key metrics and controls, you will gain insights into your current and future operating environments.

Reap the Benefits

The Nolan Company delivers in-depth industry expertise and a comprehensive plan of action to bring your operations into alignment with your business goals. Specifically, we provide the insights and strategies you need to ensure that your organization is:

- Being paid appropriately
- Engaging members effectively
- Complying with applicable regulations

Managed Medicaid Experts

In contrast to many other consulting firms, Nolan's Managed Medicaid consultants are seasoned healthcare executives with firsthand experience in the managed care field. Our healthcare management insight gives us the ability to truly relate to the issues and challenges you face every day. Our industry expertise, combined with our proven models, equips Managed Medicaid organizations with tailored solutions designed to help them succeed in this changing market.

Experience That Works For You

For 40 years, The Nolan Company has helped businesses improve service, quality, productivity, and profitability through process innovation and effective use of technology. We're experts in developing comprehensive operational and technology solutions that deliver immediate results and lasting outcomes — and we're committed to working with you from assessment through implementation.



LET'S TALK!

To learn more about our results-oriented approach to Managed Medicaid solutions or other operational or technology issues, visit renolan.com or call (800) 248-3742.