

# The Nolan Company

HEALTHCARE OVERVIEW



## NOLAN HEALTHCARE VALUE

*Developing value-based relationships with members and providers*

**F**or years, health insurers have focused on improving administrative efficiency. But in today's evolving healthcare marketplace, payers need to engage their members and providers more effectively. Through our Healthcare Value practice, we help health insurers build value-based relationships that reflect what providers and member customers need.

All of the noise in the health insurance industry boils down to: Payers must become more effective at delivering healthcare. For years, health insurers have focused on improving efficiency — and have worked hard to simplify the administration of health benefits. While those improvements have not been made in vain, insurers must now shift their attention to creating value-based relationships with their customers and provider partners.

There has been a long-standing debate in the industry over whether investing in health and wellness programs will pay dividends. The Nolan Company believes this point is now somewhat moot. The industry — including employer groups, exchange authorities, and government agencies — are demanding that insurers engage members who are learning to manage their health status. In addition, the ACA (through provisions like the ACO model) has providers once again banding together to take on financial risk. All of this means that in order to remain viable in an evolving healthcare marketplace, health insurers need to engage members and providers in new ways.

The Nolan Company's **Healthcare Value** practice helps insurers develop the strategies and implement the tactics required for building value-based relationships with their members and providers. Through years of hands-on industry experience and practical research, we've developed tools and methods to help organizations quickly identify opportunities for improvement and create roadmaps for long-term success.



The Nolan **Healthcare Value** practice supports a number of offerings, including:

- ACO Payer Insight
- Align Health Management
- Business Analytics Maturity
- Member Engagement

### Contact Us

To learn more about Nolan's unique approach to Healthcare Value, or any other operational or technology issue, visit [renolan.com](http://renolan.com) or call (800) 248-3742.