

The Nolan Company

HEALTHCARE OFFERING



NOLAN HIX GUIDANCE

Manage Financial Exposure And Risk as You Evolve With HIX

From state-based and state partnership models to federally facilitated health insurance exchange (HIX) programs, states and managed care organizations (MCOs) must be prepared to make timely implementation decisions as requirements evolve. No matter which stage of the HIX planning and implementation process your organization is in, The Nolan Company provides proven tools and techniques that enable health plans to develop effective and efficient HIX capabilities while complying with mandated deadlines and managing financial risk.

HIX Uncertainty Demands A Nimble Approach

With HIX planning and implementation efforts well under way, MCOs face an ongoing challenge — to continue moving forward while requirements are still in a state of flux. The ambiguity surrounding HIX can result in stalled implementation efforts, along with difficulty in managing financial exposure and risk. In order to succeed despite the uncertainty, you need a planning and deployment framework that enables your organization to easily adapt along with the changing HIX environment.

Nolan's Proven Model

The *Nolan HIX Guidance* model identifies the operational areas most likely to be affected by HIX, compares HIX requirements to your current capabilities, and considers the probability that certain requirements will change or evolve over time as the HIX model matures. This evaluation provides a relevant starting point for assessing your HIX readiness. Nolan's proprietary model expedites the evaluation process by quickly revealing absent or underperforming activities that must be addressed to satisfy HIX mandates and deadlines. As a result of this targeted insight, your organization can efficiently prioritize your efforts and begin channeling resources toward the areas of greatest need.



The Nolan Approach

Regardless of where you are in your HIX implementation, Nolan utilizes custom tools and methods to identify specific changes that your organization must make in order to support a healthy HIX environment. In developing the *Nolan HIX Guidance* model, we've identified the operational areas within MCOs that will be impacted by HIX. We then overlay the *Nolan HIX Guidance* model onto your organization's model to develop a customized plan of action based on your operational readiness, the likelihood that requirements will change, and mandated implementation dates. This analytical approach to evaluation and remediation enables your organization to confidently address critical gaps without spending time, money and effort prematurely on those areas that are still evolving.

Key Deliverables

The *Nolan HIX Guidance* model establishes a basis for identifying gaps, setting priorities, and making investment decisions within your specific HIX environment— whether state or federal, public or private. Deliverables include:

- A tailored HIX Payer Model identifying areas within your organization that are impacted by HIX
- Our HIX 3D Assessment, which identifies organizational gaps, establishes priorities and manages risks
- A Process Maturity Summary and remediation plan to bridge any process gaps and ensure they are at optimal levels to support HIX requirements
- A customized HIX Roadmap that charts your organization's plan of action

Reap the Benefits

The Nolan Company can help you efficiently navigate the challenges associated with the planning, implementation, and ongoing operation of your HIX program. Benefits of a Nolan engagement include:

- Expediting HIX implementation to meet targeted deadlines
- Reducing your financial exposure and risk through informed HIX guidance
- Ensuring operational integrity as HIX requirements continue to evolve
- Establishing benchmarks to measure post-implementation performance

Healthcare Operations Experts

In contrast to many other consulting firms, Nolan is comprised of seasoned healthcare leaders with line management experience in operations and technology. Our firsthand industry expertise, combined with proprietary tools and methods such as the *Nolan HIX Guidance* model, gives us unmatched insight into the problems you face. This insight also puts Nolan in a unique position to collaboratively expand and extend your team's skills.

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 Nolan's unique approach to HIX implementation, or any other operational or technology issues, visit renolan.com or call (800) 248-3742.