

Problem

The client was the self-administered health plan for a large Fortune 500 corporation with total revenue in excess of \$14 billion. This health plan also serves as a third party administrator for approximately 540,000 members in Iowa, Illinois, Virginia and Tennessee. The client implemented **Trizetto's Facets system, migrating from their legacy Claimfacts system** in a phased approach by region.

Response

When the client contacted us, the core configuration team (5 resources) had converted about 65 percent of their members to the new system. Due to the **high complexity and high volume of plans, with several thousand unique products to configure**, the project was taking longer than anticipated and the client requested our assistance. With no capacity or time to train new resources, our consultant had to hit the ground running and produce immediate results.

Solution

We provided an experienced consultant with several years of Facets product and agreement configuration experience. Beginning with the remainder of Tennessee, followed by Iowa and Illinois, we **configured approximately 1,000 benefit plans over the course of the three-month project**. The work touched all aspects of benefit configuration, including service and revenue code conversion tables and variable component (service payments, deductibles, limits) and service ID coding. In addition, we provided training and knowledge transfer services to ensure a smooth transition during our departure.

Operations

Product Configuration

Client Type:
Third Party Administrator

Project Scope:
Training and Knowledge Transfer

Duration:
12 Weeks

Team Size:
25 Full-Time Employees