

One of the Largest and Most Respected Providers of Hospital and Healthcare Services in the Nation

Developing a Managed Care Contract Optimization Solution for Healthcare with Power Platform, Dynamics 365, and Azure Services

Neudesic developed a state-of-the-art Contract Optimization Solution (COS) that allows healthcare organizations to centrally negotiate, optimize, and manage agreements between hospitals and health insurance companies. More than 400 facilities collaborate frictionlessly and leverage the others' contracts, and lessons learned to get greater leverage. The solution was developed in 10 weeks, with major functionality updates planned every 6 to 8 weeks using Neudesic IP.



Key Business Outcomes

1. COMPETE

Demonstrates how Microsoft D365 was the best platform against Salesforce.com around UX/UI with 85% more efficient, ROI (3x faster), leveraging existing skillset (IT spend savings of \$300k+ / year) and premium licensing costs (\$300 / user / month vs \$30 / user / month)

2. REPEATABLE

Process can be replicated for additional apps or at other business, customers, and industries

3. SALES PRODUCTIVITY

Digital Selling using D365 streamlined the way sellers communicate with customers and enhances their ability to collaborate unlike before.

4. BUILD AGILE BUSINESS PROCESS

With Power Apps No Code / Low Code platform, Neudesic replaced legacy apps and tools to optimize IT performance, reducing time and costs by 75%, empowering 300 facility teams for remote and secure collaboration.



Brief Project Background

The client operates 26 acute care hospitals, 334 behavioral health inpatient facilities, and 39 outpatient facilities / ambulatory care centers (collectively called facilities) in 38 states in the United States. Patients receive care from facilities based on the insurance policy they have with payors. Health insurance providers (known as “payors”) often have long term contracts with facilities. These agreements or contracts determine several aspects of the patient’s care including level of care, rates, number of days or visits etc. Contracts are in place for multiple years. Therefore, a negotiation presents an opportunity for the business to optimize the relationship between a facility and payor.

Traditionally, each Behavioral Health (BH) facility has been responsible for negotiating individual contracts with each of their payors independent of each other. There was no standard way to negotiate, renew, maintain or store the contracts. To address this, BH has taken the initiative to centralize the negotiation process using a Contract Optimization Solution. This project is to support the implementation of BH Managed Care Contract Platform leveraging Microsoft’s Dynamics 365 (D365) software, Neudesic Digital Selling Service Product and Neudesic Building Agile Business Processes Service Product. The goal of the Platform is to expand the client’s current Electronic Contract Management (ECM) solution, combining payors, contracts, utilization, payment and pricing information, provide data analytics as well as advanced self-service reporting capabilities thereby enhancing the management of payor, negotiations and contracting.

During the initial assessment, the team designed a bake-off between building a custom solution, configuring an off the shelf software like Salesforce.com or developing on Microsoft Dynamics 365 (D365). First, as part of the design and assessment phase, the Neudesic team heard the pain points

and helped the customer create a framework that would allow it to evaluate a successful platform for the solution. Using the customers’ own priorities and selection criteria, the team presented a detailed business case that showed D365 was the winning platform for the solution.

The team then created an MVP that would allow business users and executives start using the new tool within 10 weeks accelerated by all the insights gained as part of the assessment and Neudesic’s D365 Industry Prioritized Solution. Levels of applied assessment criteria to each of the apps to determine feasibility, approach, and migration/modernization costs, the criteria included an app’s purpose, physical/logical architecture diagrams, financial metrics, and cloud architecture pillars such as performance efficiency, reliability, and security.

Second, the team focused on the move to the cloud. It recommended a dual pod delivery structure that could enable new feature-based app every four to six weeks. But it also included an up-front foundational phase to create a platform framework to guide future migration and modernization initiatives, which includes a focus on security, DevOps, monitoring, integration APIs, cloud platform, and governance for each app.

Last, the team recommended a unique power platform COE engagement structure to leverage Neudesic’s Power Platform COE framework and cross-functional solution center teams to provide the client with a fixed amount of development capacity each month to assess and migrate apps to the Power Platform.

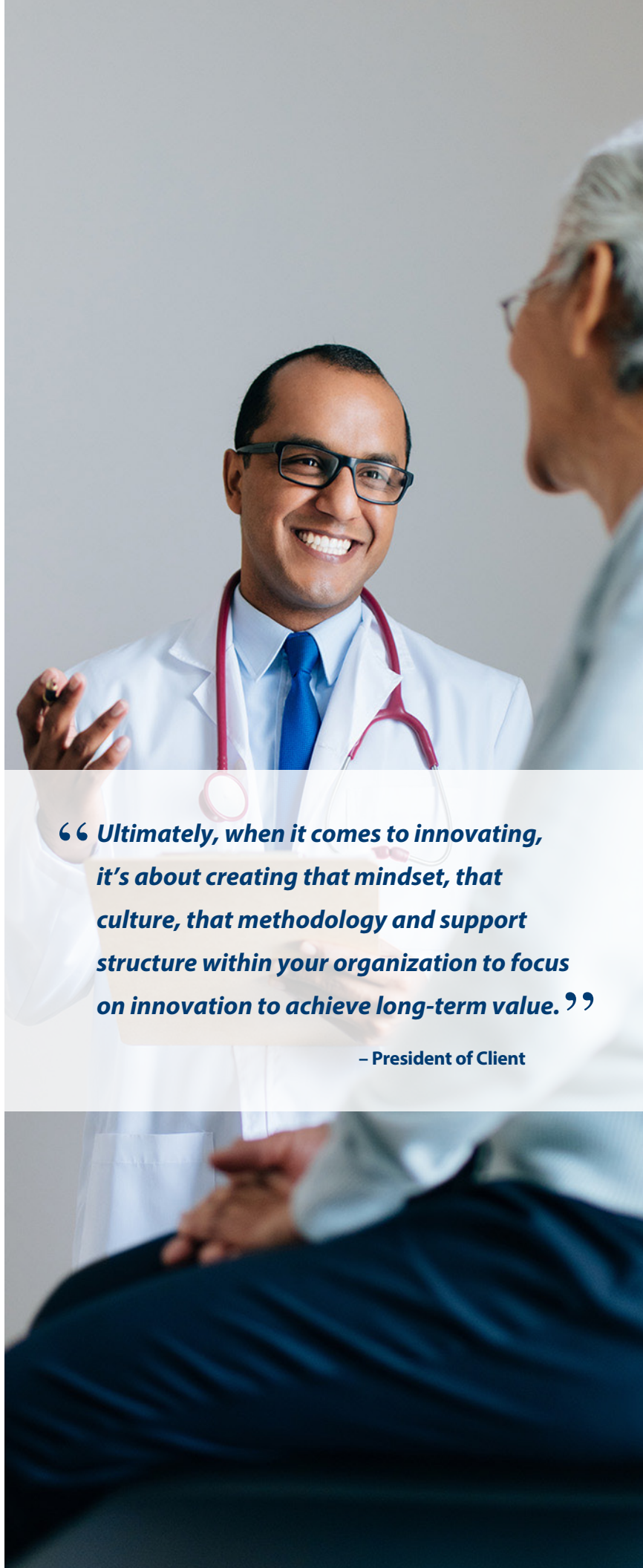
In April 2021, Neudesic was engaged for a Power Apps engagement to provide the client with building a COE and for ongoing assessment and modernization capacity to accelerate the migration of its Managed Care and Acute Care Solutions to Canvas and Model Driven Apps.

About Neudesic's Digital Selling Service Product

The Neudesic Digital Selling is a repeatable framework that streamlines the way sellers communicate with customers and enhances their ability to collaborate. Microsoft Dynamics 365 is one of the most sought-after CRM solutions in the industry. Our IP extends D365 so sellers can assist customers anywhere from any device, build network and deepen customer relationships with social insights, and create meaningful, personalized customer experiences to improve sales growth. Our services help client sales team sell as one unit and work smarter to close more deals by leveraging easy-to-design process flows using Microsoft 365. Finally, we build configurable dashboards and data visualization tools, so clients' C-Suites gain actionable insights. The client's framework accelerated the typical migration and modernization timetable to provide more value to organizations in less time. The Migration Factory is powered by automation, delivered by a single geographically aligned team and fully aligned to the Microsoft Cloud Adoption Framework.

About Neudesic's Building Agile Business Processes Service Product

An organization's ability to adapt quickly to changing circumstances has never been more critical. Our solution has been developed over many years to address the need to ensure that teams stay productive and efficient through unpredictable twists and turns. Building agile businesses using Microsoft's Low Code/No Code platforms can help customers remain ahead of their competitors using modern tools and processes. Our goal is to replace legacy apps and tools to optimize IT performance, reducing both time and costs, empower teams for remote and secure collaboration. We will reduce day-to-day overhead and keep our customers adaptable to changing technologies and demand with a focus on enterprise-ready components that are backed by our strong Dev Ops best practices and Industry IP.



“ Ultimately, when it comes to innovating, it's about creating that mindset, that culture, that methodology and support structure within your organization to focus on innovation to achieve long-term value. ”

– President of Client

Impact

This engagement will enable the client to accelerate deployment of a contract optimization solution and create a repeatable model to leverage D365 for several critical lines of business user cases. This solution should influence more than \$1M in annual ACR commitments and more than 1,500 D365 licenses which translates to more than \$15,000 / month in incremental billing. We have demonstrated that Model Driven Apps are 85% less expensive to build and maintain, and will have better than 3x faster ROI than Salesforce.com.

“ Data is paramount to how we think about our business moving forward. In the behavioral health space, we live in a very data-rich environment. How do we harness that data to move forward? ”

– President of Client



800.805.1805 • www.neudesic.com