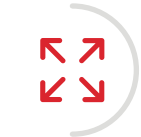


# Payer Solutions



## STRATEGIC PLAN DEVELOPMENT

ECG helps payers better understand their markets and craft the transformational vision needed to achieve their strategic, business, and mission objectives. With nearly 50 years of healthcare consulting experience, we know what it takes to develop a comprehensive strategic plan and how to make that plan a reality.



## SERVICE AREA EXPANSIONS

Service area expansions are essential to payers' growth plans and outlook. ECG works with payers to achieve growth through a variety of means, including acquiring or building new health plans, conducting market feasibility studies for new products or lines of business, and preparing the CMS application to enter a new market.



## OPERATIONAL AND PROCESS IMPROVEMENTS

As payers expand their footprint, operating models must remain efficient by keeping administrative costs low while maintaining the high quality of services. ECG can identify opportunities for organizations to redesign operational structures; improve end-to-end processes; identify top talent; and implement scalable, agile platforms.



## RISK AND REGULATORY COMPLIANCE SUPPORT

A strong culture of compliance is essential to the success of any payer organization. ECG's team of former compliance officers and regulatory experts can help to develop compliance programs; navigate the requirements of Medicare Managed Care Manual chapter 21 and Medicare Prescription Drug Benefit Manual chapter 9; create engaging compliance training; and improve First Tier, Downstream, and Related Entity oversight.



## MEMBER EXPERIENCE INITIATIVES

Unlike other stakeholders in the healthcare ecosystem, payers have limited interactions with their customers, so they need to make all experiences positive and memorable. ECG teams up with payers to ensure best-in-class interactions with members by increasing organizations' Star ratings, improving service quality, rolling out digital engagement models, and redesigning the member mailings process.



## DIGITAL TRANSFORMATION

Investment in a digital strategy has become essential for all payers. Technologies such as member and provider portals, telehealth, and mobile platforms are no longer nice-to-haves. ECG partners with payers to proactively engage members in their care by using a cohesive digital health platform; assimilating actionable insights from vast data sets; and delivering precise, personalized marketing campaigns.



## PAYER-PROVIDER RELATIONSHIPS

ECG has a long and successful history of working with payers and providers of all shapes and sizes. We understand the correlation between providers' satisfaction and plan members' satisfaction, and we help develop lasting, closely aligned relationships between payers and their provider networks.



## NETWORK ALIGNMENT MODELS

Payers are increasingly experimenting with innovative network models to gain a competitive edge in the market. ECG helps set up risk- and value-based agreements, management services organizations, direct contracting entities, clinically integrated networks, and joint ventures (clinical programs, real estate, and product).