

Integration of Utilization Functions Produces Significant Savings

National Blended Health Organization in US

Business Problems

Assess and improve **clinical strategy** and operations to **optimize administrative costs** while reducing care costs

Establish **integration** between UM functions of the **pharmacy and medical departments**

Ensure successful integration between departments while addressing challenges including **compliance and industry standards, culture, process and metrics**

CitiusTech Solution(s) & Value Delivered

- ▶ Applied **business transformation delivery framework** that provides easy to understand, **actionable solutions** that deliver **customer quality** and improved **financial performance**
- ▶ **Documented, analyzed and re-engineered** 70+ business processes for a future (to-be) state that brought **cohesiveness** between the two departments and drove the process
- ▶ **Performed** an evaluation of the **desired-state UM system** to enable successful, compliant Pharmacy operations over a 2 year period
- ▶ **Produced reference guides** and **conducted trainings** to support the implementation efforts



\$200,000 **~0%**
annual savings achieved through improved scheduling *Backlog achieved resulting in improved customer service*

Reduction

In annual savings achieved through improved scheduling