

Insource Partnership Consulting Services

Toney HealthCare Consulting's (THCC) INSOURCE PARTNERSHIP is a hybrid of advisory services and dedicated clinical operations support for health plans and other risk-bearing organizations. As seasoned managed care executives, our clinical operations leaders and teams become trusted advisors and provide senior level guidance in many ways, including:

- Onsite assessment of workflows, policies and procedures, letters, fax templates, scripting, assessments, care plans, program documents, etc.
- Consultation and implementation of best practices for UM, CM, Model of Care and other care management programs
- Evaluation of QA process and compliance programs for utilization and care management services; CMS, State requirements and internal compliance requirements
- Care platform and support systems review and analysis of capabilities and deficiencies; Configuration recommendations based on P&Ps, workflows and optimal program delivery
- Assessment of staff training protocol with recommendations, training materials development and delivery support
- Recommendations for staffing ratios, operations performance benchmarks and metrics, and outcomes/value metrics; Reporting review and recommendations
- Consultation and development of member, provider and internal team awareness, outreach and engagement strategies, processes, communications and training
- Recommendations for patient identification and stratification, and outreach prioritization using existing processes
- Consultation, access and training on the use of THCC's proprietary identification and stratification algorithms
- Evaluation of Medical Economics/Medical Informatics support for provision of real time data analysis and projection reporting
- Ongoing continuous improvement throughout our engagement period

Our Programs:

- **SNP Model of Care: MOC 2: Care Coordination (all SNP types)**
- **Utilization Management: full, focused, specialty (e.g., ABA, SUD); physician review; medical & behavioral**
- **Case Management: all levels, complex, specialty (e.g., LTSS); medical & behavioral**
- **Population Health Management: chronic conditions, disease management**