

Inourced Clinical Operations for Health Plans

Dedicated, Not Delegated

Transparency

Quality

Control

Toney HealthCare Consulting's (THCC) INSOURCE PARTNERSHIP is a hybrid of advisory services and dedicated clinical operations for health plans and other risk-bearing organizations. A team of clinical, non-clinical and management professionals assumes responsibility for a specific healthcare service for a Line of Business (LOB), defined population or specific benefit (e.g., ABA, SUD, LTC) that may be underserved, new, expanding or over budget. The THCC team becomes an extension of the health plan, fully integrated within the plan's clinical operations, and provides leadership and guidance to the plan's operations team.

Industry Leading Clinical Operations

- Rapid Plug & Play health management services and support
- Fully integrated, non-delegated unit
- Seasoned managed care professionals provide guidance and implementation of best practices
- Medical and Behavioral Health
- Data integrity - all operations are on health plan system
- Complete performance visibility and reporting
- Rapid implementation

Insource Partnership is a long-term solution (typically one year minimum) for health plans that have needs in discrete healthcare service areas, such as medical case management for a Medicaid expansion. The dedicated unit operates within the policies, procedures and systems of the plan while managed by seasoned, director-level THCC clinicians and operators. Supporting medical and behavioral services, our staff bring deep managed care expertise and share their knowledge, tools and templates with our customers. Our executives work with each plan to determine the strategy that best achieves our customer's objectives. We execute with a consultative approach to continually improve processes, day-to-day operations and program outcomes.

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
- **Med-Psych Care Management:** ultimate integration of physical and behavioral medicine in care management -- for psychosocially compromised chronic medical patients
- **Population Health Management:** chronic conditions, disease management

Integrated Partnership

We provide our services as an integrated partner rather than an outsourced, delegated vendor. As such, we bring our expertise to bear on the health plan's clinical operations from the inside, assessing current state, making recommendations and implementing best practices regarding workflows, P&Ps, letters, assessments & care plans, performance metrics, system, training, QA/compliance and much more. The insource model is much simpler in contracting and execution because we have eliminated the complicated and detailed delegation and oversight requirements of an outsourced program. The Insource Partnership program empowers our customers with complete visibility and control of all program activities and outcomes.

How we Work

We are seasoned professionals with extensive experience in managed care operations, quality and regulatory compliance programs. Our teams include clinical operations executives, nurses, social workers, other behavioral health clinicians, allied health and non-clinical support, primary care physicians, psychiatrists and more. Working remotely and securely on the plan's system, our teams are managed by THCC directors who are part of your clinical operations leadership team and keep a frequent onsite presence at the plan. Our directors engage with health plan peers and ensure alignment with strategic and operational direction. The team receives education, training and updates just as other internal health plan teams do. We become a seamless, integrated component of the plan's clinical operations, contributing our expertise and extending your capabilities to support member needs.

Your Platform

We work within the health plan's IT systems, enabling you to have full capacity to monitor performance and generate reports for productivity, outcomes and audit metrics within existing constructs and processes. We eliminate the need for additional IT work related to data and report exchanges, file updates, delegation oversight obligations and segmented/siloed processes. Our services are fully integrated with health plan operations from a data needs, management and oversight perspective.

Rapid Deployment

We can rapidly deploy seasoned operational teams, including management, within 30-60 days of contract execution for UM, CM, Population Health or SNP Model of Care services. The team participates in the plan's general onboarding and receives function-specific training following the plan's training curriculum. We are flexible to use health plan equipment or our own. With login credentials, completed training and equipment, we are ready to go!

Pricing

Services are provided under population-based pricing models, such as PMPM.