MAGIC HAT
CONSULTING

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Geography
Philadelphia

Industry:
Healthcare

Company Profile:
Regional Third-Party Administrator and Health Insurance Company

Business Situation

To facilitate growth and to accommodate the requirements of the Affordable Care Act, the client began the process of replacing their legacy claims system with a robust scalable system. The new system and vendor had been selected and engaged, but the as-is and should-be processes to be moved had not been documented.

The client engaged a Big-4 Consulting company to document the should-be processes, but after several months of effort, determined that the output was not sufficient enough to facilitate the platform transformation. The company engaged Magic Hat Consulting to design and execute fit-for-use Business Process documentation, and identify areas for improvement to leverage the new technology platform.

Approach

Magic Hat interviewed operational leaders, the system Vendor and the IT Team responsible for the transformation, and determined that the client needed to illustrate the changes to the as-is process, as well as mapping requirements, metrics, and data sources. In addition, the change management team required similar documentation to illustrate requirements for Desk Level Procedures where necessary. The first step was to align all of the company's processes in a mutually agreed upon hierarchy. Leveraging Magic Hat's experience with other health insurers, the Magic Hat team quickly created a L1-L3 process hierarchy customized to the client's processes. Working with the functional and IT leads, the L3 processes impacted for the first release of the new platform were identified. Detailed mapping (L4) would be performed on the identified L3s.

A hybrid Functional Deployment Map was developed to be fit-for-use for all the client stakeholders, which not only illustrated the process steps, but also mapped the attributes required, such as Requirements, Data Sources/Elements, etc. Transformation teams comprised of a Project Manager, a Business Process Analyst and a Business Analyst were assigned to each core process (L2), and Mapping/Workout sessions were scheduled to capture and document new processes.

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Results

The process documentation was conducted over six months, and facilitated an on-time and successful rollout of the first release of the new platform. The output of the L4 maps designed by the Magic Hat team has been selected as the foundation for a robust Change Management system being constructed in-house. Overall, the methodology used resulted in a successful transformation that encompasses business process and IT system integration.