Who Is **MHC Services Group**?

Healthcare Focused Consulting Services Firm Serving Health Plans, IPAs, MCOs, MSOs, TPAs, and Specialty Carveout Plans. Specialized Expertise in Implementations, Operational, and Technical Support Services.

"The MHC team brought tremendous discipline, commitment, and acceleration to a project that was flailing. They find a way to be collaborative yet assertive, fast yet thoughtful, and extremely competent yet humble. They are our go-to payer operations / technology partner."

EBG Advisors

MHC Services Group is a trusted vendor-independent consulting services partner with **specialized expertise in the healthcare industry providing technology and operational focused solutions**.

MHC Services Group's **depth of expertise and knowledge crosses multi-faceted lines of business** including individual and group Commercial, Marketplace Exchange, Medicaid, Medicare, Medicare Advantage, and state specific initiatives such as CalAIM and the North Carolina Tailored Plan. MHC's core services include:

• Business and Operational
• System Implementations
• Systems Integration
• Technical Support
• System Run-Out Services

With deep domain experience and understanding of the regulatory and technological challenges facing the healthcare community, we offer **customized solutions that are tailored to meet the unique needs of each Client.**

With an experienced, adaptable and tenured team serving healthcare entities across the country, MHC ensures **appropriate resource and approach alignment in support of achieving our Client's goals and objectives ensuring a quality and successful experience**.

About Us.

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EBG Advisors

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Core Services Overview

Health Plan Payer Business Services

- System Integrator
- Program and Project Management for Operations
- Interim VP and Above Staff (Business and Technical)
- Interim Development Staff and Governance
- Interim Line Level Staff and Governance
- Business Consulting (Regulatory and Operations)
- Business Process Improvement
- Change Management

Health Plan Payer Implementation Services

- Vendor Management and Budgets
- Governance (Program and Project Management)
- Requirements Development (Business and Technical)
- Configuration
- Data Conversion
- Training (Product, Processes, and Technical)
- Testing (Unit, Production, Integrations, Regression, and Go Live and Post Go Live Support)

Health Plan Payer Technical Services

- Custom Development
- Robotic Process Automation
- HL7 and 5010
- EDI Consulting
- Data Mapping
- Loading and Validation of files
- Data Clean up
- Report Development
- Process Automation
- Development
- Data Analytics
- Enterprise Architecture & Environment Management
- System Conversion
- Interface Develop and Testing to 3rd Party Systems
- HSP Product Releases, Patches,

Delivering **exceptional client outcomes and experiences** are top of mind. **MHC Services Group works with each client to understand their unique problems and to define the appropriate solutions to meet their expected outcomes, goals and objectives.** We use a best-fit approach for every client **offering a full range of professional services** to ensure all aspects of the solution are resourced appropriately.

Run Out Services for Clients Moving to a New System

- Interim Department Heads and Operational Leaders
- Project and Program Governance
- Data Conversion, Data Cleanup, and Issue Resolution
- Data Loads and Data Validation to the New System
- Vendor and Client Product Testing and Validation
- Gap Configuration Maintenance
- Claims and Encounters Services and Support
- Support for New Product Releases, Patches, and Upgrade
- Support, if Needed
- EDI Consulting and Transition Services
- Cut-over and Operational Readiness
- Data Warehouse Support

Why Partner with MHC?

Proven and experienced professional services for system integration and implementation projects.

MHC Services Group offers **specialized consulting services to help healthcare payers improve their business outcomes** through innovative solutions, specialized services, impartial technology expertise, and affordable solutions.

Innovative Solutions for Healthcare Payers

The constant evolution of industry innovation and regulatory initiatives continue to have a major effect on how healthcare payers operate their businesses, with an increasing focus on improving outcomes with fewer resources. As a result, healthcare payers must be innovative to optimize their business operations to compete while improving the healthcare experience for their members.

Specialized Services for Technological Analysis and Implementation

Navigating through technological analysis, advisement, selection, and implementation poses a challenge for healthcare payers and requires specialized services to help them be successful. MHC provides the specialized services needed to help healthcare payers achieve success and continue to move their businesses forward. At MHC, we improve our clients' business outcomes with our proven methodologies and staff to optimize, implement, develop, and manage projects across the healthcare continuum.

Impartial and Agnostic Technology Expertise for Successful Project Completion

MHC differentiates itself from other consulting groups as impartial and agnostic technology experts and helps evade the everyday workplace politics and hierarchies that threaten to limit information flow, impeding the ability to achieve successful project completion. MHC delivers honest feedback and provides sensible recommendations and affordable solutions to move Healthcare Payers toward achieving their goals while supporting their Members and Providers by providing optimal quality services.

Affordable Solutions for Healthcare Payers

In addition, inflated professional services are routinely accepted as a standard operating procedure in today's healthcare marketplace. At MHC Services Group, our first guiding principle is not to bill clients more but to solve their problems faster while training their staff to support their success. MHC Services Group uses a team model based on an affordable blended rates design and proven practices to reduce the cost of professional services for our clients.

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Experience
With 18 years of experience and success supporting healthcare and provider payer projects and system implementations, MHC is a trusted industry leader enabling us to provide our clients with insightful guidance and support. Our deep knowledge of the healthcare industry, regulatory landscape, and technological advances enables us to provide our clients with innovative solutions that drive results.

Professionalism
Our experienced and professional resources are available at objective pricing.

Quality
Our commitment to delivering proven practices that yield quality and excellence ensures that we can improve your business outcomes.

Efficiency
We listen, plan, execute, and deliver within budget and on time.

Expertise
Let us optimize your business operations with our proven methodologies and expertise.

Integrity
MHC Services Group is committed to maintaining the highest standards of integrity in all of our interactions with clients, ensuring that our advice and recommendations are always in their best interests.

Commitment to Accountability
MHC Services Group is committed to being accountable for our actions and to ensuring that we always deliver on our promises to our clients.

Committed to Our Clients
MHC Services Group is dedicated to providing exceptional service and support to our clients, working closely with them to achieve their goals and objectives.

Passionate
MHC Services Group is passionate about our work and about helping our clients succeed in today's complex healthcare environment.
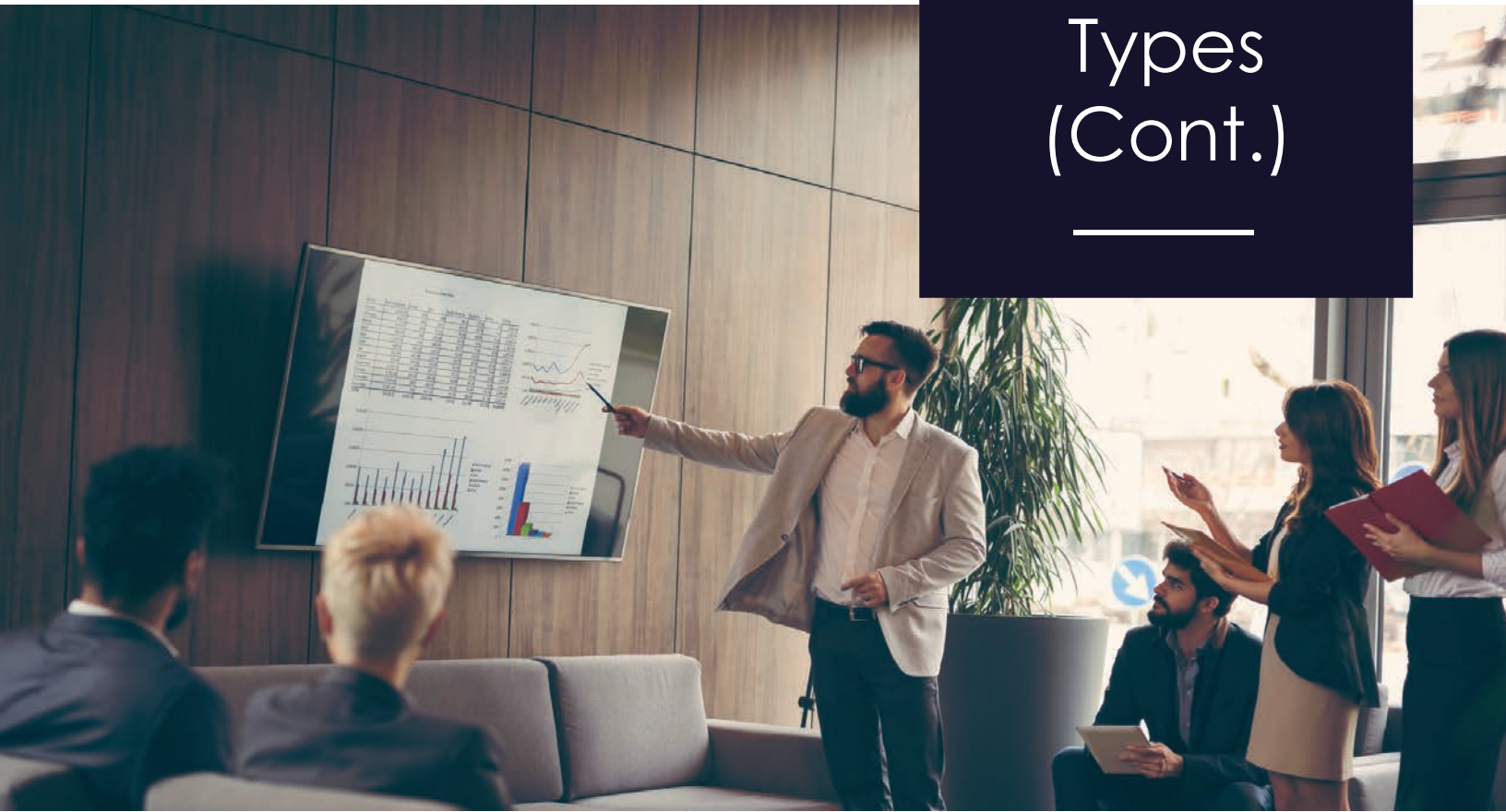
MHC Resources Types

MHC is skilled at providing the right resources to support new, in process, at risk or failing projects.

- **Interim VP and Above Operational and Technical Professionals**

- **Interim Operations Staff**

- **Program Managers:** Responsible for the project or complete program or parts of the project and/or program to support the Client's project and program outcome, vision, and management of all team member budget, and resource management across the project.

- **Project Managers: Business** - Responsible for day -to-day team, tasks, and budget management.

- **Project Managers: Technical** - Responsible for day-to-day team, tasks, and budget management.

- **Business Analysts and SMEs:** Gathers and write requirements, analyzes business and system processes, and determine solutions.

- **Business Transformation Analyst and SMEs:** Configuration and business professionals that drive project deliverables including business transformation and operational efficiency improvements through new and existing systems to support the Clients operational, system, and business requirements.

- **Configuration SMEs:** Reviews options within the Client team and partners and works with the Client and partners to configure systems to meet the Client's requirements.

- **Conversion SMEs**: Determines the data specifications, maps data, loads data, validates, and tests data within the system or systems to meet the Client's needs.

- **Product and Technical Trainers:** Provide Product and Technical Training to the Client and Client partners.

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- **Product, Integration, and Technical Tester SMEs:** Provide Product Testing at all Levels - Unit, Production, Model Office, Integration, Regression, and UAT.

- **EDI SMEs:** Coordinate the end-to-end setup and testing efforts of the HIPAA compliance and EDI transactions.

- **Product Optimization and SME Specialists:** Optimize, processes, and configurations.

- **Robotic Process Automation SMEs:** Responsible for developing, deploying, and testing Robotic Process Automation.

- **SQL Developers:** Develop, implement and optimize stored procedures and functions using T-SQL.

- **Enterprise Architecture Developers:** Technology management.

- **Database Developers:** Develop databases, model database structures, creates logical data models, generate data schema, and reverse engineering databases.

- **Developers:** Create software to meet user needs by employing diagrams and models, writing code, and ensuring overall functionality. These professionals design, build, and implement computer programs and applications.

- **Report Writers:** Also called a report generator; extracts information from one or more files or systems and presents the information in a specified format based on the Clients' requirements. Report Writers also format data into pie charts, bar charts, and other diagrams. Once the report is completed, the Cient can continue reusing it for new data.

CONDUENT

IE❤HP
Inland Empire Health Plan

CardinalHealth™

VAYAHEALTH

EBG advisors

Optum

CCHP Health Plan

Tenet Health

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Abrazo™ Medical Group

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Retina-Vitreous Associates Medical Group
Diseases | Surgery of the Retina and Vitreous

BFMC/HPN Bakersfield Family Medical Center

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Clients and Partners.

Contact Us.

Carol Brown
carol.brown@mhcsg.com
(520) 401-7336

www.mhcsg.com