

Medicaid Reform Support

The ICF Advantage: ICF delivers a broad portfolio of services for supporting government-sponsored healthcare and reforms

Medicaid Reform—Medicaid Managed Care (MMCO) and Children's Health Insurance Program (CHIP) Expansion



The Client

A major player in the healthcare marketplace, our client delivers Medicaid managed care and specialty services. With thousands of employees and billions of dollars in revenue, our client manages member-facing health plans in multiple states and with multiple specialty companies. This multiline healthcare enterprise provides programs and services to a number of underinsured and uninsured individuals. Offering member-focused services through locally based staff, our client has developed education and outreach programs to inform and assist members in accessing appropriate healthcare services. Our client combines a decentralized local approach for care with a centralized infrastructure of support functions.

ICF supports implementing Medicaid reform programs. Our managed care client needed support to implement the MassHealth CarePlus Medicaid Program for the health plan in the Commonwealth of Massachusetts. The ICF business consulting team supported delivery for the reform program.

The ICF Healthcare Solution

ICF partnered with the client's corporate and health plan leadership teams to support the implementation of the MassHealth CarePlus program in early 2014. ICF delivered program management services and assisted in the production of the plan's Readiness Review deliverables that aligned with contract specifications. The MMCO implementation support included management of updated policies and procedures, clinical policies integration with Behavioral Health, updated subcontractor contracts for specialty companies, revised call center processes and scripts, Geo-Access maps and service grids, CarePlus marketing materials, updated provider directory, key program staff, new permanent space and connectivity, training, finance processes and reconciliation, claims configuration, encounters, and a custom operating model.

The Results

The MassHealth CarePlus Medicaid Program implementation was successfully completed and became live on January 1, 2014 for the Boston health plan and the Commonwealth of Massachusetts.

About ICF International

ICF International (NASDAQ:ICFI) provides professional services and technology solutions that deliver beneficial impact in areas critical to the world's future. ICF is fluent in the language of change, whether driven by markets, technology, or policy. Since 1969, we have combined a passion for our work with deep industry expertise to tackle our clients' most important challenges. We partner with clients around the globe—advising, executing, innovating—to help them define and achieve success. Our more than 5,000 employees serve government and commercial clients from more than 70 offices worldwide. ICF's website is www.icfi.com.

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