



Healthcare

Case Study

ICF Advantage

ICF delivers a broad portfolio of services supporting government-sponsored healthcare and reforms.

About ICF

ICF (NASDAQ:ICFI) is a leading provider of professional services and technology-based solutions to government and commercial clients. 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 65 offices worldwide. ICF's website is icf.com.

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Public Exchange Support Pharmacy Benefit Management (PBM) Implementation

The Client

Our client delivers a flexible, high-touch benefit supported by innovative clinical programs and analytics designed to improve member outcomes while reducing costs. Using clinical expertise and a robust claims adjudication system, our client offers more flexible solutions by developing and implementing creative benefit management solutions that work best for members.

ICF supports implementing healthcare products on and off of the health insurance marketplace. Our client needed to implement filed pharmacy products on and off the exchange for nine health plans. The client turned to the ICF business consulting team for support.

The ICF Healthcare Solution

ICF partnered with product leadership and the program team to deliver the product strategy as well as state and federal filings for individual and SHOP exchange markets. Through planning sessions with cross-functional teams, the ICF team drove the development of new business requirements and processes. The team also designed and implemented an exchange product lifecycle; secured licensure of Medicaid health plans for the commercial market; planned and facilitated the delivery for exchange product portfolios marketed across 30+ tracks and business; and implemented a new transparency model through community and SharePoint collaboration.

The Results

The public health insurance marketplace became active in nine state health plans. They were filed and certified as Qualified Health Plans (QHPs) supporting 139 counties across nine state marketplaces. The team upgraded four Medicaid health plan licenses to commercial status, filed several plans design, processed with Centers for Medicare and Medicaid Services (CMS), "Date of Injury/Incident" (DOI) Objections, and filed CMS petitions.

