

LEGACY



*Simplifying*  
the Business  
of Healthcare





## Resolving Your Managed Care Challenges

*It's our knowledge, but it's your choice.*

**LEGACY CONSULTING SERVICES** is a leading healthcare information technology solutions provider dedicated to serving the global healthcare enterprise. Legacy can provide your healthcare organization with an experienced consultant for a single hour, or manage entire departments of your business. It's our knowledge, but it's your choice.

We help our clients harness the power of technology to revolutionize the alignment of IT strategy and challenging healthcare business objectives. We've assembled a talented team of professionals who are committed to

promoting quality design, management, and security for healthcare delivery systems. Our specialized professionals synchronize business strategies with integrated technology, and our strength is our ability to provide value without sacrificing service or our commitment to excellence.

We value increased efficiency, reduced total cost of ownership, and reliable return on investment. Our aim is to earn and re-earn the good will, trust, confidence, and respect of our clients through consistent performance.

## Payor Pain Points



# Getting Started with Legacy

*The breadth of services to meet your requirements, with the flexibility to select only the services your need.*

Upon initial contact, Legacy works with its clients to understand their goals and pinpoint the issues that are affecting business performance. Legacy's numerous successful client engagements are the result of its StrategyOne™ methodology, which is designed to help clients make a quantitative connection between technology investments and strategic business decisions. StrategyOne ensures that the impact of all IT solutions can be successfully measured throughout the overall business operation with a specific goal of achieving more efficiency, a lower total cost of ownership, and a high return on investment.

Legacy provides its clients with the flexibility to select only the services and solutions they desire, whether it's a consultant for a day, an analysis of current needs, the implementation of a solution, or the outsourcing of an entire business function. It's this flexibility, and the integrity to guide clients through the process, that has enabled Legacy to become a trusted business partner at many of the nation's leading managed care organizations.

## LEGACY PRACTICE AREAS

### Staff Augmentation

You choose. You manage. You control the time and the work. Need additional skill sets to complete your project?

### Analysis

Get what you pay for. Own the results. Sure, many firms can identify the problem, but can they develop a practical solution that your organization can implement and manage?

### Implementation

A staff of experts at your command. What could your organization accomplish if it had all the resources to put even the most ambitious plans in place?

### Outsourcing

None of the worries. All of the rewards. How can you achieve the results you need without sweating the details?

# Staff Augmentation

*Get the skills you need.... When you need them.*

Need more people to complete the task at hand? Or, is your organization without the skill sets required to complete your project? Regardless of the need, Legacy's Staff Augmentation practice can help your organization achieve its business goals by providing the skills you need at a competitive rate.

Legacy's interim staffing professionals are available for short-term engagements to handle backlogs or sudden surges in workload. And, Legacy's professionals can be hired for long-term assignments to help organizations that are transitioning their businesses into new areas. Legacy staffers have experience in the following areas:

## What Legacy Can Do for You. . .

Core Systems	Amisys, Diamond, Facets, MetaVance, QNXT, CSC, Plexis, RAM HealthSuite, & Proprietary	
Expertise	<ul style="list-style-type: none"> <li>■ System conversions &amp; implementations</li> <li>■ System assessments &amp; procurement</li> <li>■ System architecture configuration</li> <li>■ System administration</li> <li>■ System training</li> <li>■ Application programming</li> <li>■ Application integration</li> <li>■ Database warehouse design</li> <li>■ Operational workflow design</li> <li>■ Operations</li> <li>■ e-Business solution design</li> </ul>	
Technical Resources	<ul style="list-style-type: none"> <li>■ Database administrator</li> <li>■ System administrator</li> <li>■ Application programmer</li> <li>■ Client server programmer</li> </ul>	<ul style="list-style-type: none"> <li>■ Database architect</li> <li>■ Security architect</li> <li>■ Web programmer</li> <li>■ Network engineers</li> </ul>
Business Resources	<ul style="list-style-type: none"> <li>■ Healthcare business analyst</li> <li>■ System configuration specialist</li> </ul>	<ul style="list-style-type: none"> <li>■ System trainer</li> <li>■ Project management</li> </ul>
Specialized Skills	<ul style="list-style-type: none"> <li>■ Electronic data interchange</li> <li>■ Workflow and automation</li> <li>■ Performance management</li> <li>■ Operations management</li> <li>■ Document management</li> </ul>	<ul style="list-style-type: none"> <li>■ Security design</li> <li>■ System optimization</li> <li>■ HIPAA compliance</li> <li>■ Service level standards</li> </ul>

# Analysis

*Pinpoint and prioritize the challenges you need to resolve.*

**Operational Assessments** are fact-finding assignments using questionnaires and interviews with key individuals to identify operational deficiencies and determine how clients can best capitalize on business drivers. The deliverable of an operational assessment is an objective scoring of assessed criteria.

**Solution Analyses** have a broader scope and focus on the entire lifecycle of solutions, from the definition phase through functional and technical design, on through development, implementation, testing and training. While a solution analysis may typically include an operational assessment, the deliverable of a solution analysis may range from requirement gathering to system selection, or even implementation and training.

## What Legacy Can Do for You. . .

Operational Assessment	System Configuration	<ul style="list-style-type: none"> <li>■ System architecture</li> <li>■ Provider pricing</li> <li>■ Customer services</li> <li>■ Provider &amp; vendor setup</li> </ul>	<ul style="list-style-type: none"> <li>■ Billing</li> <li>■ Capitation</li> <li>■ Security</li> </ul>	<ul style="list-style-type: none"> <li>■ Finance</li> <li>■ Enrollment</li> <li>■ Medical management</li> </ul>	<ul style="list-style-type: none"> <li>■ Benefits</li> <li>■ Claims</li> </ul>
	Claims Adjudication	<ul style="list-style-type: none"> <li>■ Pended claim investigation</li> <li>■ Overpayment investigation</li> <li>■ Manual processing review</li> </ul>	<ul style="list-style-type: none"> <li>■ First-pass rate</li> <li>■ Back-log management</li> </ul>		
	Revenue & Cost Containment	<ul style="list-style-type: none"> <li>■ Third-party recovery</li> <li>■ Fraudulent provider identification</li> <li>■ Claim bundling &amp; unbundling</li> </ul>	<ul style="list-style-type: none"> <li>■ Duplicate claim logic</li> <li>■ Stop loss/reinsurance</li> <li>■ Retro member termination</li> </ul>		
	Quality Improvements	<ul style="list-style-type: none"> <li>■ Documentation</li> <li>■ Staff training &amp; productivity</li> </ul>	<ul style="list-style-type: none"> <li>■ Testing procedures</li> <li>■ Operational indicators</li> </ul>		
Solution Analysis (Lifecycle)	Definition Phase	<ul style="list-style-type: none"> <li>■ Requirement gathering</li> </ul>	<ul style="list-style-type: none"> <li>■ Scope definition</li> </ul>	<ul style="list-style-type: none"> <li>■ Resource assignment</li> </ul>	
	Functional Design	<ul style="list-style-type: none"> <li>■ Business &amp; cost analysis</li> <li>■ Project deliverables</li> </ul>	<ul style="list-style-type: none"> <li>■ Time estimates &amp; prioritization</li> <li>■ Functional specifications</li> </ul>		
	Technical Design	<ul style="list-style-type: none"> <li>■ Technical analysis, specifications, prototype</li> </ul>			
	Development	<ul style="list-style-type: none"> <li>■ Construction of specifications &amp; functional prototype</li> </ul>			
	Testing	<ul style="list-style-type: none"> <li>■ Unit testing, full-cycle testing, acceptance testing</li> </ul>			
	Implementation	<ul style="list-style-type: none"> <li>■ Project finalization, post-implementation audit &amp; cost analysis</li> </ul>			
	Training	<ul style="list-style-type: none"> <li>■ End-user training, system training, development of training manuals</li> </ul>			

# Implementation

*Get the resources you need to achieve your goals.*

With the right resources, processes become streamlined and performance improves. Legacy's Implementation practice provides the consultants your organization needs to execute its plans and achieve its ambitious business goals.

Legacy's team of experienced professionals can follow your organization's existing implementation plan and timetable, or develop a custom plan for you. Once engaged, Legacy will manage the knowledge, resources and timelines to successfully complete the project, all while keeping you apprised of project status. In addition, Legacy offers a suite of solutions that can resolve your host system, EDI and provider management challenges. Implementation services include:

## What Legacy Can Do for You. . .

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Technical Resources	<ul style="list-style-type: none"> <li>■ Database administrator</li> <li>■ System administrator</li> <li>■ Application programmer</li> <li>■ Client-server programmer</li> </ul>	<ul style="list-style-type: none"> <li>■ Database architect</li> <li>■ Security architect</li> <li>■ Web programmer</li> <li>■ Network engineers</li> </ul>
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# Outsourcing

*Get the results you need without having the worries.*

Legacy provides organizations with additional flexibility to delegate operational functions – freeing the organization to reallocate internal resources to focus on their core competencies. Outsourcing with Legacy is cost-effective for organizations that are facing staffing resource limitations or a lack of necessary in-house experience – from managed-care operations to technology expertise. Legacy’s Outsourcing practice provides organizations with a way to decrease capital and employee expenditures.

Legacy removes the headaches associated with managing projects, as well as recruiting, training, supervising and retaining skilled professionals. Outsourcing provides organizations with the flexibility to address their pain points and reduce duplicative or inefficient practices. Legacy provides options for organizations to outsource individual tasks, entire departments and even their host systems. The degree of outsourcing remains in the hands of the client, and may include:

## What Legacy Can Do for You. . .

Business Processes	<ul style="list-style-type: none"><li>■ Host system configuration agreement</li><li>■ Application programming support agreement</li><li>■ Provider contract management</li><li>■ Claims backlog management (data correction &amp; review)</li><li>■ Workflow and automation</li><li>■ Document management</li><li>■ Clearinghouse integration</li></ul>
Systems Process Outsourcing	<ul style="list-style-type: none"><li>■ Co-location &amp; hosting</li><li>■ Data warehousing</li><li>■ e-Business solutions</li></ul>
Solutions Process Outsourcing	AdminisTEP Gateway: <ul style="list-style-type: none"><li>■ Transaction Exchange Portals (TEPs)</li><li>■ Workflow management</li><li>■ Document management</li><li>■ e-business collaboration</li><li>■ System outsourcing</li></ul>



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