# Complete Status Ensures On-Time Project Delivery for Health Insurance Provider

## THE CHALLENGE

A national Medicaid provider's IT organization needed to manage their IT department like a business with a focus on customer service that included defined requirements, realistic commitments, and on-time on-budget delivery of critical applications. They needed to:

- Measure and manage customer satisfaction
- Improve organization performance and productivity
- Consistently manage IT project health
- Have visibility into budding issues before they culminated in larger problems

A proven methodology for delivering services was essential to meet the company's strategic and business goals. They needed a software tool to enforce the methodology to ensure a quality product was delivered time after time.

## THE SOLUTION

CAI's Automated Project Office (APO) was adapted to improve the organization's visibility of the work effort and governance of a best practices work flow. Statistical project status data collected in other project management software, coupled with team intuitions and perspectives, provided a 360 degree view of each project. APO provided:

- Standard processes for collecting and addressing team perspectives
- A holistic multidimensional view of each project's status
- Visibility into their development and support operations

## THE VALUE

The use of APO allowed the national Medicaid provider's IT organization to:

- Improve credibility with business
- Meet the needs of the business
- Improve the quality and timeliness of the delivered solution

APO enabled them to mitigate issues before they impacted overall business operations. Deadlines and budgets were met and customer satisfaction was significantly improved.

## THE LINE OF BUSINESS

This national leader in health care solutions for the underserved is among the largest organizations of Medicaid managed care plans and related businesses in the United States. It touches the lives of more than seven million individuals covered by Medicaid, Medicare, SCHIP, and other insurance. Their delivered products include full-risk HMOs, management contracts, administrative services, pharmacy benefit management, care management services, and behavioral health care management services.