



Customer & Operations – Health & Government

What we do



Our **State and Local Solutions** team helps government agencies transform their operations and address challenges throughout multiple domains, including health and human services, transportation and infrastructure, technology and information technology (IT) transformation, and fiscal responsibility.

Our **Healthcare Solutions** team works with payer, provider, and government organizations across the care continuum to transform clinical, operational, and technology processes to assist organizations in improving health outcomes, employee and customer experiences, and overall performance.

How we deliver



State and Local Solutions

We provide services to help our clients:

- Modernize service delivery models
- Improve process efficiencies for government clients
- Manage complex and critical IT modernization efforts
- Manage behavioral and cultural changes experienced through transformation

Healthcare Solutions

We provide services to help our clients:

- Optimize clinical processes to improve patient outcomes
- Improve patient access, streamlining and enhancing the consumer experience
- Leverage telehealth and other digital technologies to improve the care experience
- Transform clinical, administrative, and technology capabilities

Where we've made an impact



A state agency decided to modernize its systems and processes with a world-class platform that would create efficiencies for Medicaid and future projects. In a short timeframe, the team had to implement a new Medicaid eligibility determination and case management system that could integrate seamlessly with the new Health Insurance Exchange and transfer about 275,000 active Medicaid cases from the legacy system. The state's residents depended on our team to help get these systems where they needed to be.

Who we hire



Candidates pursuing a bachelor's or master's degree in one of the following fields:

- Healthcare field (may include disciplines such as health management/administration, nursing, or other clinical disciplines)
- IT-related field (may include disciplines such as information systems and technology, computer science, and applied technology management)
- Other (may include disciplines such as business administration, public administration, public policy, industrial engineering, and political science)

Ways we work



We work in a team setting with significant opportunities to travel on-site to the location of our clients, many of whom are state and local government agencies, hospitals, and healthcare providers. Our approach is specifically designed for these unique organizations that are making a positive impact in their communities.



Through our forward-thinking and client-centric approach, we help our clients achieve successful outcomes for their programs and technology transformations, achieving greater impact while being compliant with government regulations.

