

Even as we make great strides in healthcare, the way we experience it remains a challenge. At ForHealth Consulting<sup>™</sup> at UMass Chan Medical School, we collaborate closely with partners to think big about how they can make healthcare better—for themselves and the people they serve. Progress won't come from cookie-cutter solutions, but from transformative innovation, borne out of purposeful collaboration. And that's what we do best at ForHealth Consulting.

**We partner with purposeful organizations to make healthcare more equitable, effective, and accessible. As part of a world-class medical school, we leverage our broad expertise and deep experience to develop innovative solutions that transform every aspect of the health and human services system.**

Collaboration is fundamental to our process: we dive deep into your organization to understand your goals and how we can get you there. We're not just thinkers; we put ideas into practice to create value in the real world.

We develop novel solutions and apply actionable strategies to address healthcare's most challenging problems—how we pay for it, how we manage information, and how we provide quality care to everyone. Because a better healthcare experience is one that delivers for everyone.

## How We Can Support You

No matter your specific needs, ForHealth Consulting's customized solutions are designed to help your organization deliver a better healthcare experience. Our products and services improve **access**, expand **knowledge**, and enhance **performance**, all helping our clients do better—for themselves, for the people they serve, and for the healthcare system as a whole.

Our **Better Access Solutions** help you reduce costs, improve financial management, and streamline reimbursement relationships—putting healthcare within reach for those who need it most.

Our **Better Knowledge Solutions** empower you to harness information, make smarter, actionable decisions, and meet the needs of those you serve.

Our **Better Performance Solutions** make your practice more efficient, effective, and responsive, improving healthcare for everyone.

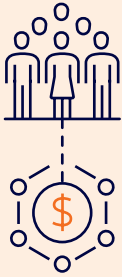
### PRODUCTS AND SERVICES

- Applied Research & Data Analysis
- Business Intelligence & Advanced Analytics
- Clinical Pharmacy Services
- Criminal Justice Reform
- Disability Determination Services
- Employment Equity & Inclusion
- Enhanced Coordination of Benefits
- Healthcare Costs Reimbursement
- Healthcare Operations & Regulatory Consulting
- Justice & Health Equity Services
- Long-term Services and Supports
- Medicaid Waiver Design & Evaluation Services
- Medicare Eligibility Enhancement Services
- Newborn Screening Services
- Payment Rate Methodology Development & Modeling Services
- Program Integrity & Compliance
- Program Monitoring & Evaluation Services
- Regulatory Policy Development & Analysis
- School Based Services Claiming
- Survey Research
- Training & Workforce Development

# Our Impact

Some of the ways we have worked to improve healthcare access, knowledge, and performance include:

## BETTER ACCESS



Our disability determination experts bring an intricate understanding of state and federal regulations and typically take **42-60 days** to complete the determinations, well below the required federal Medicaid regulation of 90 days. Accurate decisions and expedited processing times ensure Medicaid agencies—and their members—receive prompt and appropriate disability determinations and thus members get access to care.

Our team has a four-pronged Medicare Eligibility Enhancement solution, encompassing Medicare data assurance review, entitlement correction, enrollment support, and premium payment review. **Over 98% of Medicaid members** agree to apply for Medicare when engaged and supported by our team. **More than 9,000 Medicaid members** have been enrolled in Medicare since FY14 in one state, resulting in **over \$115 million in new cost savings**.

## BETTER KNOWLEDGE



Our team screens **500 newborns each day** for **65 possible medical conditions**. With newborn screening, early detection allows for early treatment of conditions or disorders—even before symptoms—that can prevent disability or death.

A strong workforce depends on training people to have the right mix of knowledge and skills for high-demand jobs. Since 2013, more than **10,000 learners** have participated in at least one of our **160 professional development training programs**.

## BETTER PERFORMANCE



Our clinical pharmacy team helps Medicaid programs avoid millions of dollars in costs while maximizing pharmacy benefits for members. For one client, our team of over 70 clinical pharmacists and 20 pharmacy technicians processed **1.2 million prior authorizations** in a **24-hour turnaround**, focusing on the best outcomes using less costly drug initiatives.

We evaluate, recommend, and implement new rate and payment methodologies to support efficient care delivery for Medicaid and other state agencies. Through our expert financial modeling, we realized **\$260 million in payments** for one state's hospitals for uncompensated care provided to Medicaid and uninsured individuals.

We believe in the power of a shared purpose; together, we can make healthcare better. *Better for all of us.*

### CONTACT:

**Jessica Carpenter**

Associate Executive Vice Chancellor, Market Growth & Transformation

[Jessica.Carpenter@umassmed.edu](mailto:Jessica.Carpenter@umassmed.edu)

[ForHealthConsulting.umassmed.edu](http://ForHealthConsulting.umassmed.edu)

*for*Health<sup>™</sup>  
CONSULTING

at UMass Chan  
Medical School