

## ***Business Process Analysis***

### **CASE STUDY: Prescription Benefit Management Company**



#### ***Client***

Our client is a prescription benefits management company. The company has a mission to provide the highest quality care and service for their members and to empower clients to make informed decisions in healthcare management. The company currently provides services to millions of covered lives with a client base including several national health plans, employers, union groups, and third-party administrators.

#### ***Opportunity***

Our Client has outsourced its call center operations to a third-party vendor to support its 24/7 customer service. As a result, the Client has the goal to establish a joint technical support and issue escalation process platform with the vendor to ensure clear understanding of internal and external service level communications on 18 core processes.

#### ***Solution***

This project required a thorough review of the Client's internal call center processes and the related service level expectations, as well as the vendor's current service operations. Charter Solutions facilitated coordination between the IT Network Services Department and the vendor's call center team.

Process maps were created. Recommendations were made for updating the internal support documentation and streamlining the redundant processes. The project had also established a common issue escalation process and communicated service levels between the client and its vendor.

#### ***Approach***

Charter Solutions consultants facilitated Joint Requirements Planning (JRP) sessions to analyze and review common processes. Process flow diagrams were developed to illustrate existing processes, identify issues and improvement opportunities, and illustrate the new technical support processes.

#### ***Benefits***

Completion of this project has helped our client identify deficiencies in existing internal process documentation with actionable recommendations to rectify service level issues. The deliverable of this project helped identify the requirements for a new service level agreement with the outsourcing partner.