

TECHNOLOGY OPTIMIZATION

U.S. Health Plan Rapidly Expands in Affordable Care Act and Medicaid Using Facets



Challenge: Leveraging Technology to Expand Product Lines and Serve More Members

Health plans can grow by adding members, expanding into new geographic markets, or participating in government programs like Medicaid and Medicare. Achieving these goals requires robust technology. Certified and tested systems for benefit configuration, claims management, and data handling are critical to offering coverage in new markets. Without the right technology and expertise, growth is limited.

Finding configuration consultants with specialized skills is a challenge. It's rare to find individuals—or entire teams—who can seamlessly shift between functional areas and have the expertise to develop new product lines supporting market expansion. This skill gap often stalls progress for health plans seeking to scale.

The client approached us during their transition to TriZetto's Facets platform and its Affordable Care Act (ACA) expansion, aiming to grow across multiple states with new product lines. Their Chief Operating Officer also requested Facets configuration to support Medicaid coverage in a new state, a task involving significant complexities to meet their business objectives.

The client faced additional hurdles. Their team lacked experience with Facets, had no formal testing or documentation processes, and their project tracking system was misconfigured. These issues limited executive visibility, complicating project management and execution.

CLIENT SNAPSHOT:

150,000
associates

40,000
aligned providers

2,600+
sites of care

Solution: Configure Facets to Expand into ACA and Medicaid Lines of Business

When SourcEdge (now part of Alivia) first joined the team, we had to identify resources both inside and outside the organization that could be used to facilitate the transition.

From there, we assembled a highly skilled team, including Project solution leadership, with the ability to quickly deploy expert resources to functional areas, analyze the situations, and come up with designs that increased functionality.

As a team, we developed a project plan based on five fundamental steps:

1. Requirements
2. Design
3. Build
4. Documentation
5. Knowledge Transfer
6. Test
7. Deploy
8. Post-Implementation Monitoring

Alivia's Role: Project Leadership, Knowledge Transfer & Software Engineer

Throughout the process, we worked hand in hand with the client as an integral part of their team. We mapped out the project plan for Facets along with timelines for each of the phases.

When we got to DHCP (Dynamic Host Configuration Protocol), our team stepped in to create a detailed project plan and schedule sessions to gather, collect, and document information, so we could configure Facets.

For the implementation of Medicaid, we analyzed 160 age-based fee schedules and determined a logical way to group them (Facets does not provide for age-based fee schedules). Additional complexity was layered with the requirement of taxonomy code criteria. We were successful in implementing claim agreements that addressed and automated the complex requirements.

For the ACA implementation, we spent a considerable amount of time mentoring employees across the board—from the call center all the way up to company executives. In addition, since the client had little to no usable documentation, we developed a detailed documentation process and helped them set up their storyboards, so we could support the work in the way they needed.

One of our key differentials is our goal to complete the knowledge transfer of new system functionality and configuration to the client so their team gains experience and the ability to support the new system and processes.

Outcome: Successful Market Expansion

The client was able to rapidly implement new product lines and expand into new markets in record time. As a result of this project, the client is no longer just a TPA (third-party administrator) for ACA; they are now considered a fully qualified insurance provider (QHP).

As a certified Facets consulting organization, Alivia has the unique skill sets to deliver a turnkey, end-to-end solution specific to the client's needs to rapidly configure Facets to support new business growth.

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