



INSPIRE | THOUGHT LEADERSHIP & EDUCATION

Managing the Healthcare Supply Chain: Four Insights for Competitive Advantage



Manage the Healthcare Supply Chain

Achieve control over your largest cost center through strong business partnerships
First, pull it apart, then manage the categories, and insist on transparency

- Think about each of the components independently, and then how they work together.
- Actively manage and monitor each element; how should each element perform?
- Expect transparency with both your broker and HMA.

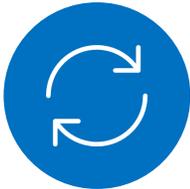


Use Data to Drive Decisions

Develop a healthcare strategy to drive accountability through data

Access your data, lean on partners to provide data insights, identify drivers that will have the largest impact (80/20 rule)

- Use your data to find gaps and set healthcare strategy milestones that can be monitored.
- Utilize your dedicated HMA healthcare informatics support.
- Rely on partners to dive into your data to determine the most important areas to focus on.



Address Waste

Payment Integrity programs can deliver 8% to 12% financial impact

End-to-end payment integrity delivers financial benefit; auto-adjudication not always best; strong provider partnerships matter when invoices are under examination

- As stewards of your healthcare dollars, HMA has a program manager completely dedicated to the payment integrity work we do on your behalf.
- Some TPAs focus on pushing claims through auto-adjudication to lower their own expenses, but this sacrifices additional ways to inspect claims for fair and accurate payment.
- HMA's team of clinical coding experts review details of facility bills to mitigate overcharges to the member and/or plan.
- HMA maintains positive provider relationships that withstand invoice scrutiny.



Be a Creative, Engaged Employer

Active health plan management throughout the year can yield meaningful results

Items to track: rhythm of business, clear measures of success, interim adjustments

- First, establish a yearlong rhythm of pre-defined check points and objectives with your business partners.
- Second, define and agree on the KPIs and make them central to your rhythm of business.
- Use your client-specific quarterly value reports to flesh out metrics; take time to review the report with your HMA account manager.
- These directives enable HMA to make changes in real time to help you achieve plan goals.

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