



Case Study

A leading healthcare benefits company relied on trusted staffing ally to comply with critical deadline of massive re-documentation process

Client:
Wellpoint

Industry:
Financial Services

Service Offering:
Staffing Services
- Applications Staffing Services



The Situation: WellPoint, a leading healthcare benefits company, was preparing to change its patient identification numbers as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). HIPAA was enacted in part to address the need for a Unique Individual Identifier (UID) as part of an administrative simplification process and to address key issues that have plagued the healthcare industry. The existing system, with each healthcare provider assigning its own patient identification number, does not lend itself to cross-referencing and has led to a variety of industry limitations. UID's will replace all current proprietary numbers, and will lower costs and improve efficiency in the nation's healthcare system through reduced administrative workload and expenses, quicker access to critical health information, and increased effectiveness in electronic data exchange. The new secure and privacy-protected UIDs will enable the accurate collection and retrieval of a patient's medical data and will provide healthcare professionals access to a patient's complete health profile.

The Challenge: The business side of WellPoint's organization - which was tasked with the analysis phase of its current system for the UID integration project - was understaffed and looking for a partner to efficiently and cost effectively fill the staffing shortfall. The client was working under a strict deadline and needed a trusted ally who could quickly increase its headcount to complement an existing team of Business Analysts. The UID integration project would impact more than 77 of the client's internal applications and systems in one region alone, and WellPoint needed professionals who were capable of working with application developers to analyze and develop systems solutions. Especially important was that external resources integrate seamlessly into the client's internal team. To promote cohesiveness, WellPoint wanted the 17 assigned Business Analyst consultants to begin work on the same day.

The Response: As a premier provider of technology staffing and services, TEKsystems'® comprehensive recruiting, screening, and interviewing capabilities were attractive features and allowed WellPoint to fully concede these responsibilities, selecting TEKsystems over five other vendors.



After working closely with the client's procurement team to develop a list of required skills and attributes, TEKsystems' thorough recruiting force delivered 15 Business Analysts and two Lead Business Analyst Project Managers for work under the client's direction. TEKsystems and WellPoint held weekly conference calls to discuss progress throughout the recruiting cycle. On the required date, all 17 Business Analysts were prepped and ready to begin as part of the client's internal team. Each consultant worked through a two-week training timeline to become acquainted with WellPoint's proprietary system and re-documentation methods.

The Result: TEKsystems' assistance freed WellPoint from recruiting and interviewing responsibilities and allowed the client to focus on the project at hand. The careful screening process that is standard for TEKsystems provided the client with 17 team players who integrated well into an existing environment, thus limiting attrition. TEKsystems' business value and competitive rates have significantly contributed towards WellPoint's annual procurement savings goals and have already helped exceed its business expectations. As a result of the successful completion of the UID effort, WellPoint awarded their National Provider ID efforts to TEKsystems. TEKsystems applied the same approach and again utilized many of the same resources to significantly impact the quality of resources and time to productivity on the engagement.