



## Case Study

A large global defense company stipulates subcontract for development and implementation of a state-of-the-art enrollment and payment system meet hard deadline

**Client:**

A Large Global Defense Company and its Client, the Center for Medicaid Services (CMS): Retiree Drug Subsidy (RDS)

**Industry:**

Government

**Service Offering:**

**Staffing Services**

- Applications Staffing Services



**The Program:** A large global defense company was selected to support the Prime Contractor on its contract with the Center for Medicaid Services (CMS). As mandated by Congress, CMS was slated to implement the Retiree Drug Subsidy (RDS) component of the Medicare Prescription Drug, Improvement, and Modernization Act (MMA). The Retiree Drug Subsidy program serves as a financial incentive to insurance companies to continue to offer drug coverage to approximately 16 million beneficiaries rather than eliminate drug coverage and expect them to utilize Medicare Part D. In order to simplify the changeover process, a state-of-the-art Enrollment and Payment System (EPS) for plan beneficiaries was to be developed and implemented. The contract also stipulated that appropriate operational capabilities be established to ensure that the Retiree Drug Subsidy program was functioning at peak effectiveness.

**The Scope:** As part of the contract team, the client's role focused on developing and implementing a solution to prepare CMS' Enrollment and Payment System for public usage. For CMS, this was a critical project with a very real, unmovable deadline. There was no room to adjust the timing or phases of the project, since the Congress-mandated Medicare drug benefit was scheduled to take effect on January 1, 2006. Therefore, the Retiree Drug Subsidy program had to be fully operational, widely publicized, and easy to use prior to January 1, 2006.

**The Support:** Throughout each stage of the EPS development program, the client had varied and corresponding responsibilities. These responsibilities called for specialized Technical Professionals in a multitude of skillsets. In order to quickly respond to the program's ever-changing needs, the client sought a subcontracting partner with a proven background in high-level staff augmentation. As a premier provider of technology staffing and services, TEKsystems'® thorough recruiting practices, prompt turnaround time, and past relationship with the client were appealing, resulting in a



partnership for this project in 2004. Throughout the program's development life-cycle, TEKsystems assisted the client by providing 14 Technical Professionals to help in areas of systems integration, security management, workflow analysis, web design, systems development, systems testing, statistical reporting, ISO-registered quality management, and quality assurance.

**The Result:** As a whole, the Retiree Drug Subsidy program was created to offer better health care benefits to Senior Citizens. CMS' development and implementation of a user-friendly Enrollment and Payment System (EPS) allowed insurance companies to plan for the terms of the Subsidy program when designing applicable health plans. TEKsystems' support and staff augmentation services throughout this program's different stages allowed the client and CMS to focus on the program's overall goals, and keep it on track for delivery.