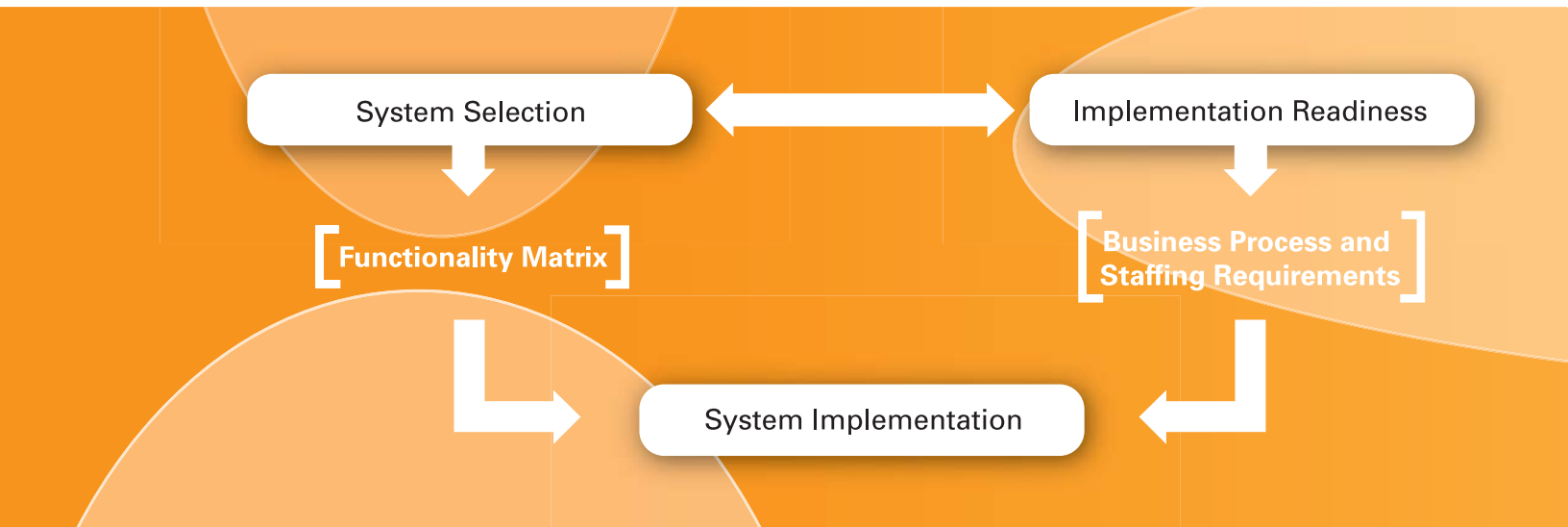# FLEXTECH
Healthcare IT

Consider yourself covered.

The FlexTech Difference

FlexTech is a leading IT consulting and services group with a full range of technology support for managed healthcare organizations. With more than 20 years of experience, our reputation is unsurpassed. If you are an IT Director seeking to reinvigorate your business model and increase profitability, then you've found the preeminent resource. Our expertise in healthcare information technology, combined with extensive certified training, makes FlexTech unique. Because we partner with virtually all software vendors, we are adept team-builders, providing critical insight and a third-party objectivity to the process. We make sure you know the costs beforehand, so you can make more perceptive decisions. And that's healthy for everyone.

Superior System Selection

As a healthcare manager, you understand the critical role of Information Technology for your business. System upgrades must be dynamic; they must evolve with your strategies and marketplace changes. With FlexTech, you'll have the ability to make intelligent, forward-looking system acquisition decisions. Our consultants average more than 20 years' experience in the healthcare field. They undergo continuous training to stay ahead of the ever-changing IT marketplace – whether that entails technology evolution, government regulation or emerging business needs.

System Selection ⟷ **Implementation Readiness**

[Functionality Matrix]

[Business Process and Staffing Requirements]

System Implementation

The FlexTech System Selection process includes a proprietary tool called the **Payor Functionality Matrix**. It gives health plan managers a crucial advantage, enabling side-by-side comparison of the functionality of the top 20 software products, measured against a specific list of organizational needs. From Authorizations to Worker's Compensation, the Payor Functionality Matrix defines vendor systems that best fit your organization. The information is shared with key personnel, followed by the generation of RFPs and/or RFIs, demonstrations and site visits. With FlexTech streamlined functionality, selecting a new system is analytical and precise.

Vendor Module	SOLUTION												High Score
	1	2	3	4	5	6	7	8	9	10	11	12	
Core System Aggregate Scoring	11,126	15,780	16,990	16,792	16,744	16,409	16,323	16,763	17,116	16,994	17,447	14,554	**17447**
Core System Ranking	15	10	4	5	7	8	9	6	2	3	1	12	
% lower than High Score	36.23%	9.55%	2.62%	3.75%	4.03%	5.95%	6.44%	3.92%	1.90%	2.60%	0.00%	16.58%	

* Core System is defined as the first 15 modules (Provider - Customer Service

Every company is unique. FlexTech consultants help determine your needs. Then, we run that information through our proprietary Payor Functionality Matrix. It's a complex, unbiased scoring system that delivers superior solutions.

Legend | Scoring | Provider | Credentialing | Provider Reimbursement | Authorizations | Care Mgmt | Enrollment | COBRA | Work Comp | Benefits
Claims | CDH | Billing and AR | Capitation | Claims Payable | Financial | Cust Srv | Syst Security | Sales and Marketing | Web | Reporting | System | HIPAA

Implementation Readiness

FlexTech identifies the scope and scale of business process redesign activities and opportunities, developing efficient staffing plans and realistic go-live dates. This exhaustive process comprises all functional areas, including claims, enrollment, customer service, provider services, medical management, finance and A/R. If you require additional resources or experience in specific functional areas, we provide knowledgeable consultants to support your internal staff.

We work with you to identify internal gaps between existing process flows and more optimal solutions for new system implementation. After determining risks and potential ROI, FlexTech's expert consultants help you implement the most efficient business processes, while maximizing available system functionality.

System Implementation

Optimal implementation of enterprise software allows you to maximize your IT investment. FlexTech partners with all major vendors, ensuring the best certified training for our consultants. These partnerships enable you to create implementation teams that integrate both the vendor and FlexTech consultants. This approach keeps vendors invested in the project, while also adding essential third-party objectivity and experience.

FlexTech has been working in the industry for more than 20 years. We have experience and training on multiple platforms, enabling us to collaborate with your team to assess the current system/software environment, and how it fits with your mission-critical needs. Then we transfer knowledge to your staff, helping them make better decisions well beyond the scope of the project.

From requirements gathering and configuration to prep for Go-Live and post-implementation knowledge transfer, we are always there to guide, oversee and support. Our clients include more than 200 of the foremost healthcare organizations. Extensive knowledge, expert staff and senior business consultants are what put FlexTech at the vanguard of the managed healthcare IT industry.

ICD-10 Services

Federal regulations mandate an upgrade to EDI 5010 and ICD-10 code set formats. Again, FlexTech has you covered with system-wide assessment and implementation services. We've completed numerous ICD-10 / 5010 assessments for both national and regional payors across multiple platforms, lines of business and products. FlexTech applies its proprietary tools to assessments and implementations to streamline and ensure your ICD-10 readiness. Our project team works with you to accommodate the new codes with as little impact on current business operations and systems as possible.

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" FlexTech's Implementation Readiness program enabled us to develop a much better understanding of how to approach a large-scale implementation. FlexTech worked with our team to establish reasonable expectations about how such an implementation could affect our resources, strategic plans, and budgets. "

Preston Gorman
Director of IT
Bluegrass Family Health

" FlexTech consultants have in-depth product knowledge, industry experience and implementation know-how. With their assistance, we went live with the new system on time and with a relatively smooth transition. "

Sunny Cooper
CIO
San Francisco Health Plan

" The FlexTech System Assessment process, particularly the Payor Functionality Matrix, was tailored to meet our specific business requirements. Information was presented in an easy-to understand format. Their data-driven approach fit perfectly with our Six Sigma culture. "

Mike Clancy
Vice President of Information Technology Services
SIHO Insurance Services