

SKYGEN USA[™] Builds New Government-Sponsored Dental Benefits Management Company for Fortune 500 Healthcare Enterprise.



THE CLIENT

- A leading multi-line healthcare enterprise that administers government-sponsored programs
- Offers a portfolio of health solutions through Medicaid, Medicare, Health Insurance Exchange, and other specialty programs
- Serves several million members across many states

THE CLIENT'S CHALLENGE

- Execute strategy to own a dental benefit management company rather than outsource administration across multiple vendors
- Implement a flexible technology platform capable of keeping pace with constantly-evolving state and federal regulations
- Integrate its new technology with its legacy systems to increase benefit management efficiencies
- Reduce dental benefits spending for its millions of members while improving quality

THE SOLUTION

- Partner with SKYGEN USA to build a new dental benefit management company from the ground up
- Collaborate to develop a plan to enable the client to become a stand-alone dental benefit management company
- Implement the SKYGEN USA Enterprise System technology platform
- Develop and implement business processes across dental administration departments
- Provide strategic program management, knowledge transfer, and training to client staff

THE RESULTS



Managing benefits for more than 2 million dental-eligible members in multiple states; membership continues to grow



Improved HEDIS scores in one market by more than 50% overall, including more than 40% improvement for the children's program versus previous vendor



Reduced dental benefit spending by several million dollars after implementing the system in only some markets—a savings of more than 10%



Added the ability to offer dental benefit management services to outside organizations

THE CHALLENGE

A leading Fortune 500 multi-line healthcare enterprise that administers government-sponsored programs determined the time was right to gain greater control over the operations and benefit costs of its dental program rather than outsourcing administration to multiple vendors across multiple markets. Initially, executive leadership sought to purchase an existing dental benefit management company with Medicaid expertise, but it could not find an organization that met its stringent criteria. After exhausting the available options, the decision was made to build a new dental benefit management company.

It became clear the healthcare enterprise would need outside help to fulfill its ambitions of creating a world-class dental benefit management company. Yet potential partners specializing in dental benefit management already had their own companies. It would take some creativity and innovative thinking to get past this significant barrier—which ultimately narrowed the field down to a single potential partner.

THE SOLUTION

The healthcare enterprise initiated a discussion with SKYGEN USA, whose executive team had previously launched both Doral Dental and Scion Dental—two highly successful benefit management companies built from the ground up to serve Medicaid and other government-funded programs.

After signing an agreement in autumn 2013, SKYGEN USA assembled a focused team with the necessary expertise to launch the new company and advise the client on how to build a first-class dental benefit management organization. The team demonstrated how to develop process efficiencies and best practices; it also delivered strategic program management.

The transition to the Enterprise System platform, the technology that powers all of SKYGEN USA's benefit management solutions, began in the client's first market in January 2014 and was completed August 1 that year. The implementation included developing standalone operations as well as setting up an independent call center. The full transition of all of the client's markets to the Enterprise System platform was completed in March 2017.

SKYGEN USA delivered to the client:

- Strategic advisory service on how to build a dental plan
- Operations, call center and efficiency plans

- Enterprise platform
- New claim edit packages
- Contracted network of top-quality credentialed providers
- Provider web portal
- New authorization schedule
- On demand reports to analyze costs, utilization, practice trends, outcomes
- A recruitment model
- Training for the client's operations teams
- Best practice operational and process benchmarks

As part of building the new dental benefit management company, SKYGEN USA developed claim edit packages designed to suit the client's business needs and market dynamics, as well as to ensure claim payments were timely and accurate. SKYGEN USA contracted a network of top-quality credentialed dental providers, created provider web portals, and implemented new authorization schedules. On-demand reports that allow the healthcare enterprise to analyze costs, utilization, practice trends, outcomes, and benchmarks were also developed as part of the transition.

SKYGEN USA built a recruitment model and trained the client's operations teams according to industry best practices, with the goal of handing off a smoothly functioning business to the client's management team. The goal was met, and the Enterprise System continues to serve as the company's core technology platform for dental benefits management.

THE RESULTS

SKYGEN USA and the client delivered the program to more than 2 million members in multiple markets, with plans to add more in the future. Efficiencies realized through the Enterprise System have reduced the client's benefit costs by several million dollars, a savings of more than 10% over the previous vendor after rolling out only a portion of the markets.

While costs have been reduced, HEDIS (Healthcare Effectiveness Data and Information Set) scores have improved significantly as well. Under the previous vendor, the enterprise's HEDIS dental scores in one market were 23.4 overall, and 31.6 for the children's program. The new company has raised those scores to 36.4 overall (a 55.6% improvement) and 45.3 for the children's program (a 43.4% improvement).

The keys to success have been open communication between the client and SKYGEN USA at all levels, an ability to approach challenges creatively, a willingness to innovate, and having the right people, processes, and technology in place to drive excellence.