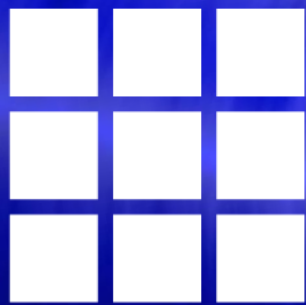
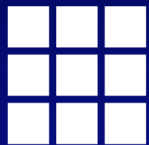




**Citius
Healthcare
Consulting**



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Consulting**

Stabilizing operations and restoring compliance post go-live



Case Study
www.citiustech.com/citius-healthcare-consulting

The Background

A leading regional Third-Party Administrator (TPA) experienced significant operational disruption following an unsuccessful core claims system upgrade. The aftermath included:



A surge in claims backlog



Member dissatisfaction



Regulatory non-compliance and disciplinary monitoring

After six months of failed recovery attempts, the organization recognized that internal teams were struggling due to leadership gaps, skill limitations, and a lack of prioritization. The TPA sought a partner to stabilize operations, restore compliance, and build a roadmap for sustainable improvement across claims, enrollment, and customer service.



The Solution

Citius Healthcare Consulting provided a team of industry and system experts to work directly with our Client’s team to develop and execute an improvement roadmap. Performance and compliance standards were restored within four months. Our comprehensive and collaborative approach achieved Client performance goals across Claims, Enrollment, and Customer Service.



Program management and governance

Organized teams into workstreams with clear accountability

Established dashboards to drive urgency and track progress

Delivered 38 roadmap initiatives aligned to compliance goals



Claims roadmap Development and execution

Expanded the threshold of a large claim to \$20K

Provided structure to isolate large claims to a designated team

Developed and managed 17 SMART goals



Enrollment roadmap development and execution

Identified and resolved 13 of 34 missing reports post-migration

Developed enhanced reports for productivity tracking



Customer service roadmap development and execution

Partnered with Internal Audit

Increased agent accountability and coaching

Expanded training across priority topics

Impact

Within just 4 months, the client restored performance to compliance across all key areas

90%

improvement in claims processing timeliness

75%

improvement in customer service touchpoints

85%

improvement in payment accuracy

70%

reduction in Medicaid reconciliation fallout

100%

reduction in MAPD premium and LEP backlog



Thank You

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Citius Healthcare Consulting is a trusted partner to Healthcare and Life Sciences organizations, enabling them to navigate through their toughest business challenges.

We bring deep expertise in healthcare and life sciences, leveraging our experience as industry leaders to help clients envision the future of healthcare. By combining our digital expertise, we drive transformation into the future of healthcare.

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