Overview
Founded more than 40 years ago in Colorado by physicians and community leaders, Rocky Mountain Health Plans provides high quality, innovative healthcare to members throughout the state. Sustaining their success and growth rate has required the adoption of cutting edge technology to ensure that their staff are highly efficient and patients receive the best care available.

Problem
Tammy Tway, care management operations manager, has been with Rocky since 2012. “We work with patients, providers, facilities, and community care teams to manage approximately 300,000 lives across the whole state,” she said. Ensuring optimal care plans for that many patients requires excellent staff and software.

In 2012, Rocky’s covered population was growing fast, and they realized there was a major problem on the horizon: Their current system was unprepared for the load. Additionally, Colorado requires detailed reporting that their existing care management didn’t support.

Tway said the system they were using was “very antiquated. You couldn’t change anything. It wasn’t user-friendly, and didn’t allow for complex case management documentation. Managing pre-authorizations was not at all intuitive.” The system was chaotic.

After looking at several solutions, Rocky was about to license another software suite when one of their vendor partners suggested they look at EssetteSuite.

Process
“We were impressed with the functionality and customizability of the suite,” Tway said. “We realized that other solutions were going to force us to adapt our workflow to the software. We didn’t want to be told, ‘Here’s the way it is.’ We wanted a system that allowed for custom assessments and would integrate with other products we were using to achieve a streamlined workflow.”

As it often is, cost was a factor in the decision.
“When we discovered that EssetteSuite wasn’t only better, but also cost less than the other platforms we reviewed, we were sold,” Tway said.

Results
According to Tway, daily users of the software “love it. Tasks take a quarter of the time they did in the old system; they never want to go back. And because the user interface is easy-to-use and consistent between across the platform, it takes much less time to train new people, especially once they have learned to use one of the modules.”

Tway’s manager, Care Management Director Sandy Dowd, agrees: “I have been in this business over 30 years, and this is the first time that I’ve ever come across a system that users actually say they love.

The team we work with are also a huge factor, the relationship is critical. They are amazing to work with, and we love them all. They really have some of the best of the best in the industry. I don’t like to hear ‘no’, and I don’t hear ‘no’ from them. They consistently come back with solutions that work.”

“EssetteSuite’s flexibility was impressive.”
-Tammy Tway
Rocky Mountain Health Plans
The plan uses nearly all of the EssetteSuite offerings, and they plan to explore the Customer Service and Appeals and Grievances products next. They are also looking forward to using the new Business Intelligence module to create reports that use data from across the entire suite.

But Tway has a favorite. “Population Management is my hero,” she said. “I love that I can imagine an outreach campaign that would help a certain segment of our members, and then, in a very streamlined way, build the campaign to make it happen... It's been life-changing for our members and for our staff. I also love the correspondence engine. We are sending out up to 700 to 1,000 letters a day across the EssetteSuite including over 150 active campaigns. That just wouldn't have been possible before.”

As part of their focus on improving care coordination, Rocky offers EssetteSuite to their community care teams and providers. “Once they see the system,” Tway said, “we often find that they want to use it for their non-Rocky members as well.”

Would you like to replace chaos with happy care managers and provide optimal care for your members? Contact HMS today and see what we can do for you.

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