

THE AVISA GROUP

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| PROJECT: | IMPROVE QUALITY AND RESPONSIVENESS OF BEHAVIORAL HEALTH SERVICES WHILE REDUCING COST |
| DATE: | Summer 2002 |
| CLIENT: | A Large HMO |
| RESULTS: | <ul style="list-style-type: none"> ➤ Client had concerns about responsiveness of current "carve-out" vendor of managed behavioral health services ➤ Avisa developed a state-of-the-art RFP with the client that focused on their concerns regarding responsiveness, quality, performance measures and outcomes ➤ RFP was issued and responses were received from current vendor and three other companies ➤ Avisa developed a weighted scoring instrument based on client preferences and identified two highest-rated respondents, neither of whom was the incumbent vendor ➤ Avisa directed site visits to finalist vendors for a comprehensive assessment of capabilities ➤ Selected vendor was identified and Avisa managed negotiations on fees, performance measures and incentives, and contract details |
| OUTCOME | Negotiations with a new vendor were successfully concluded at a reduced cost. Client expressed delight and great satisfaction with process and outcome upon follow-up after implementation and after one year. |