

MERCER GOVERNMENT HUMAN SERVICES CONSULTING

Cross-Agency Collaboration and Organizational Redesign (CCOR)

For over 34 years, we have worked with 45 US states and territories. We bring the right mix of battle-tested experts and multi-disciplinary practitioners to the table to shape real-world solutions and face the toughest issues.

States face challenges in determining how to allocate limited resources and build synergies across sister agencies, divisions, or business units for quality oversight and monitoring purposes. These challenges drive states to rethink moves in new directions despite budget constraints and staffing limitations. The unique depth and breadth within Mercer can bring the combined knowledge and experience of former CMS officials, ex-state Medicaid operational staff, credentialed actuaries, financial analysts, certified public accountants, clinicians, and data analysts – providing a multidisciplinary team to assist the state in its redesign and interagency collaboration efforts.

Mercer's Government Human Services Consulting group helps governmental agencies design, implement, and reorganize organizational structures to oversee their agency directives and programs within budgetary constraints. Our wealth of experience working with states in designing, implementing, and monitoring governmental programs makes us valuable partners for states needing assistance with organizational changes and cross-agency collaboration.





HOW MERCER'S GOVERNMENT HUMAN SERVICES CONSULTING TEAM CAN HELP

We combine high-level strategic consulting with practical solutions to help states transform and manage their agencies' organizational structures. Our consultants are actively working in a number of states to bring change to governmental agencies across the nation. Our capabilities and experience include:

- **Providing analysis of current roles** of state agencies and personnel, and recommending options to best operate and oversee agency goals
- **Developing a flexible** organizational structure/model that supports effective communication and program oversight within and across governmental agencies
- **Assessing state agencies'** readiness for program implementation, including areas such as information systems readiness, beneficiary protections, quality assurance, and performance improvement
- **Analyzing organizational structures** to ensure the efficiency and effectiveness of agency program oversight and operations. Identifying state agency departments/functional units and personnel that will be actively involved with contract oversight responsibilities, and clarifying roles, intra- and interagency collaboration, and coordination needs

- **Providing technical assessments** of agencies policy and regulatory guidance related to federal and state requirements
- **Assessing states' program** standards and requirements, and agencies' readiness to develop, implement and monitor agency directives

Mercer team members bring vast policy and operational experience, including leadership at the state and federal levels, and understand the barriers and opportunities faced by those involved in systemic change. Mercer has extensive experience in the design, implementation, and operation of many state Medicaid and integrated programs, including those related to behavioral health, pharmacy, clinical, and long-term services and supports.

We have helped states successfully build programs within managed care and other service delivery models, and have assisted them in their efforts to plan strategically and gain input from key stakeholders. With a cadre of former federal and state officials, Mercer brings unparalleled knowledge of rules and policy-making from the national level, and this level of expertise is bolstered significantly by the additional resources Mercer brings to the table, including individuals with expertise in actuarial, clinical, behavioral health, pharmacy, and information planning.

We help ready our clients for what's next: the next policy, the next budget, the next administration, the next opportunity.

We deliver an individualized focus, powered by industry-leading experience, integrated capabilities and passionate people. We help clients achieve better outcomes, develop and deploy defensible strategies, and reshape the delivery of health care.

Offices in Atlanta, Minneapolis, Phoenix and Washington, DC
Contact us at (612) 642 8889
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CREDIBLE TRUSTED
STANDARD-BEARERS
DEFENSIBLE

CROSS-AGENCY COLLABORATION ORGANIZATIONAL REDESIGN



PROJECT MANAGEMENT:

- Task management and project management tools
- Tracking deliverables
- Providing regular progress reports
- Risk identification and mitigation



PROJECT DESIGN	ORGANIZATIONAL ASSESSMENT	COMMUNICATION MANAGEMENT	TECHNICAL SUPPORT	TRANSITION PLANNING	EXECUTION OF TRANSITION	EVALUATION
<ul style="list-style-type: none"> Governance structure Model/design development Priorities and objectives Objectives measurement Strategy Guiding principles Key dates Known risks 	<ul style="list-style-type: none"> Document requirements and processes Org structure Personnel Assets/resources Risks/barriers Cultural assessment Change capacity Readiness assessments 	<ul style="list-style-type: none"> Internal and external messaging Communication strategy and plan Stakeholder engagement plan Facilitation of advisory/stakeholder forums Project management communication 	<ul style="list-style-type: none"> Full array of national best practices in the areas of: <ul style="list-style-type: none"> Policy and regulatory guidance Finance/actuarial Clinical Operational Systems Pharmacy 	<ul style="list-style-type: none"> Redesign Tasks Timeline/milestones Interdependencies Responsible parties Identifying deliverables Risk assessment/mitigation Contingency plan 	<ul style="list-style-type: none"> Project management Staff extenders Technical support Staff training Policy development Rate development Development of MOAs or contracts CMS waivers 	<ul style="list-style-type: none"> Development of tools/processes to ongoing measurement of objectives Conduct and report on meeting objectives Identify areas for refinement, if necessary