

# MERCER GOVERNMENT HUMAN SERVICES CONSULTING



## Why Mercer?

Our role in our partnership means facing the demands and pace of change with data-driven pricing, clinically informed policies, and trusted, reliable strategies to manage and deliver care.

### CREDIBLE

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

### STANDARD-BEARERS

Mercer has a deep knowledge bank, with winning strategies, creative ideas, tested innovations and industry-recognized guidelines. This is our foundation, but our people bring everything to life, sharing their experience and knowledge to improve every outcome.

### TRUSTED

We believe trust accumulates over time. Each project is an opportunity to build a lasting, trust-based bond between our team and our clients. Our team is your team, and together we are collaborative, responsive and ready.

### DEFENSIBLE

Fact-based approaches bolstered by industry-leading experience, pricing and analytics. Our approach to every project is backed by rigorous analysis and market-leading experience.

## TESTIMONIALS

Throughout an engagement, Mercer draws on the extensive experience gained in working with numerous states to develop a strategy that fits the unique needs and specifications of each of our clients. For example:

- For 34 years, we have been serving a state client on the first-of-its-kind fully managed care program that has set the stage for transformation in numerous states.
- Since 1995, we have been working with a state that is home to the fifth-largest Medicaid enrollment base in the US to develop clinical studies, collect data and establish accurate analysis to positively impact policy design and program management.
- For almost 19 years, our service to another state has included work on their HCBS transition journey, including partnering to respond to specific CMS requirements, assessments and remediations to advance the state-wide transition plan. The state is now only the sixth state to receive final approval.

## OVERVIEW OF OUR SOLUTIONS

- **Actuarial consulting** — developing and reviewing rates, setting policy and methodology for future rate setting, and performing a range of financial and actuarial analyses, including risk adjustment. With the increased emphasis CMS is placing on actuarial expertise, Mercer is well positioned to assist clients on a variety of topics ranging from traditional capitated rate setting to program development and compliance with new healthcare delivery models.
- **Behavioral health consulting** — assisting with program design, policy, procurement, implementation, and evaluation of substance abuse and mental health programs. Mercer assists states in meeting the national call to transform mental health systems and the increasing demand to improve access to evidence-based, cost-effective services.
- **Clinical quality consulting** — implementing unique strategies to improve program performance, contain costs, and enhance quality of care and services. We develop evidenced-based strategies to improve clinical quality and provide customized technical assistance to help states bridge learning gaps and teach teams to perform program evaluations that determine program effectiveness.
- **Informatics** — assisting in the interpretation and evaluation of detailed claims/encounter data, including data analysis and enhancement. Today's healthcare leaders are often data-rich, but information-poor — and laboring under tight time constraints. Accurate analysis and use of healthcare data can ensure effective policy design and program management, ultimately supporting the overall program goal and budget.
- **Long-term care consulting** — developing alternative, high-quality solutions to meet the needs of Medicaid members and dual eligibles in the most cost-effective setting.
- **Pharmacy management consulting** — designing and implementing effective pharmacy management for both fee-for-service and managed care programs. Public plan sponsors choose Mercer because of our demonstrated thought leadership in pharmacy consulting coupled with our proven ability to provide measurable, practical solutions.
- **Reporting and monitoring** — developing comprehensive reporting and monitoring systems, and assessing health plan financial efficiency. We assist states in developing comprehensive operational and financial monitoring systems. Our staff experts understand the relationship of sound medical management and quality of care to financial performance and viability.
- **Policy and operations** — helping states successfully build programs within managed care and other service delivery models, and assisting in efforts to plan strategically and gain input from key stakeholders. States utilize our experience in leadership at the state and federal levels, and our understanding of the barriers and opportunities faced by those involved in systemic change. We have extensive experience in the design, implementation and operation of many state Medicaid and integrated programs.

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 healthcare.

Offices in Atlanta, Minneapolis, Phoenix and Washington, DC  
Contact us at (612) 642 8889  
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