

Health and Human Services Strategic Advisory Services



Deloitte's Government & Public Services (GPS) practice is committed to helping our clients achieve their mission of protecting and improving the health, safety, and well-being of its beneficiaries. We support states navigating the complex health and human services landscape through our **strategic advisory services**.

THE DELOITTE ADVANTAGE

At Deloitte we think about the complex issues facing our state, local, and higher education clients to develop relevant, timely, and sustainable solutions with our suite of integrated services. Our multi-disciplinary client service teams are mission-focused and collaborate closely with agency leaders to create high-quality business outcomes aligned with programmatic priorities.

Deloitte has served State Health and Human Services agencies for over 50 years. We also support all major Federal government healthcare organizations in addition to a wide range of commercial health organizations including health plans and providers. Deloitte brings you our experience as the nation's largest healthcare management consulting firm.

Client Program Focus Areas

Our multi-disciplinary teams offer a set of services, capabilities, and solutions designed to serve HHS agencies across all dimensions of their programs including:

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| <input checked="" type="checkbox"/> Strategic Planning | <input checked="" type="checkbox"/> Project Management | <input checked="" type="checkbox"/> Transformation Strategy |
| <input checked="" type="checkbox"/> Program and Policy Design | <input checked="" type="checkbox"/> Technology Strategy and Implementation | <input checked="" type="checkbox"/> Data Driven Insights |
| <input checked="" type="checkbox"/> Leader Transition Support | <input checked="" type="checkbox"/> Governor & Agency Priority Support | <input checked="" type="checkbox"/> Administration/Back Office Support |
| <input checked="" type="checkbox"/> Operations Improvement | <input checked="" type="checkbox"/> Customer Experience | |

About our State, Local & Higher Education (SLHE) Sector:

- Brings experience serving U.S. public sector clients for more than 50 years
- Leverages 12,000+ SLHE-focused practitioners
- Serves 48 of the 50 states plus D.C. & Puerto Rico



ASSETS/SOLUTIONS

HealthPrism™

Access one of the largest SDoH databases in the US with 150+ predictive data models



Medicaid Enterprise Monitoring (MEM) Module

Transform Medicaid program oversight and planning with our cloud hosted solution

CortexAI™ for Government

Modernize regulatory compliance with advanced analytics and AI



INDUSTRY RECOGNITION

2023 Vault **Deloitte Best Consulting Firm** rankings:

- **#2** Best Consulting Firms for **Public Sector Consulting**
- **#3** Best Consulting Firms for **Strategy Consulting**
- **#14** on Vault's **Consulting Top 50**
- **#15** Best Consulting Firms for **Health & Wellness**



START THE CONVERSATION



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MEDICAID

To protect and improve the health, safety, and well-being of state Medicaid beneficiaries by collaborating with state agencies to increase the efficiency, effectiveness, and accountability of state services and benefits.

- Eligibility and Enrollment
- Actuarial Financial Analysis
- Data Analytics
- Medicaid Enterprise Systems
- 1115 Waivers and State Plan Amendments
- Program and Policy Design
- Implementation Support

State Medicaid Technical Assistance & Enterprise Monitoring

Deloitte provides technical assistance and consulting support for several large state Medicaid programs. These services include advising the state Medicaid Director in the administration of their Medicaid & CHIP Programs. A centralized, cloud-hosted enterprise oversight solution provides situational awareness and real-time insights across provider enrollment, access to care, network adequacy, MCO Oversight, and supporting the detection and deterring of provider/recipient fraud & abuse.

1115 Waiver Implementation

Deloitte has supported several states apply for and operationalize their complex and innovative 1115 waiver programs. With a state's recent waiver renewal, Deloitte developed a project management office and approaches to operationalize key program aspects including, member assignment, continuity of care, and key business processes for a health-related social needs pilot for housing and nutrition services.

BEHAVIORAL HEALTH

To address the behavioral health crisis through wide-scale, integrated solutions that are multi-faceted and engage impacted communities and responsible stakeholders to improve beneficiary access to critical services and supports.

- BH Implementation Support
- Case Management and Claims Systems Innovation
- Grant Funding Management
- EHR Implementation and Integration

State Workforce BH Services Supply and Demand Analysis

Deloitte analyzed the historical, current, and projected workforce supply and demand for behavioral health services in a large state. This project culminated in a report summarizing our analysis, which identified a significant gap between the demand for and supply of available services.

Governor's Behavioral Health Task Force

Deloitte convened and facilitated a Behavioral Health Task Force (BHTF) made up of state leaders to provide governance and accountability over federal funding, ensuring coordination of separate funding streams, and maximizing the benefit of federal support for state constituents.

PUBLIC HEALTH

To address the fundamental challenges faced by public health leaders by providing solutions and services that better address population health opportunities and reduce health inequities.

- Operational Modernization
- Funding and Incentive Structure alignment
- Digital Platforms and Application Modernization
- Maternal Health

Public Health Infrastructure Transformation

Deloitte facilitated visioning sessions to help state agency leaders identify which priority initiatives to include in its State and Local Fiscal Recovery Fund (ARPA SLFRF) requests. Federal funding was secured for 10 broad reaching initiatives, and the team helped define the strategy, business processes, technologies, and implementation plan over a three fiscal year period. Impacted areas such as, electronic health records, broadband, drinking water, and back office administrative systems saw improvement in the efficiency and optimization of service delivery.

State Health Equity Proposal

Deloitte developed a comprehensive health equity proposal that was included in a state's 1115 waiver renewal proposal. The project also developed a governance model and implementation plan to promote a health equity focus within all existing state programs and initiatives.

LTSS

To support LTSS beneficiaries with complex needs across the lifespan and in multiple life domains through strategy, analytics, and technology solutions to improve efficiencies, access to data, and champion transformational change.

- LTSS Program Redesign
- Program and Case Management System
- Financial Analysis
- Integrated Eligibility with No Wrong Door
- MLTSS Oversight Analytics

System Transformation using American Recovery Program Act (ARPA) Funds

Developed options for the expansion of a State Agency's Home and Community-Based Services (HCBS). Outlined mechanisms to incentivize providers to support transition from congregate settings like group homes and group supported employment to non-congregate options like apartments within home supports or individualized employment supports. Additional emphasis was placed on competitive integrated employment and payment design for HCBS and I/DD.

Agency Operations Transformation

Deloitte supported an agency transformation through an operations assessment and multi-year strategic roadmap across community living and vocational rehabilitation programs. This assessment resulted in business process improvement opportunities, a technology strategy to integrate disparate systems and a new operating model to enhance the customer experience through a centralized intake and eligibility process.

WORKFORCE

To navigate the workforce landscape of state agencies through strategically engaging workforce ecosystem partners, considering disruption impacts, and incorporating innovation for the future.

- Workforce Strategy & Analytics
- Workforce Development
- Future of Work
- Diversity, Equity, and Inclusion
- Performance Management
- Job Seeker Experience

County Future of Work

Deloitte developed the near and long-term staffing, workforce, and process redesign strategies to help benchmark against leading HR strategies for a county's future of HR work, workforce, and workplace to ensure long-term sustainability and access to talent.

Workforce Development System Innovation

Deloitte conducted statewide stakeholder engagement and research analysis to drive state workforce agency and gubernatorial priority initiatives. These activities supported the digitization of the previously manual intake process across statewide American Job Centers and supported the identification and enhancement of a legacy workforce development system.

HUMAN SERVICES

To improve the efficiency, effectiveness, and accountability of state services, supports, and benefits by collaborating with state agencies focusing on protecting and improving the health, safety, and well-being of some of our most vulnerable beneficiaries.

- Eligibility and Service Integration
- Child Care and Early Learning
- Child Welfare
- Housing
- Digital Contact Center

State HHS Transformation

Deloitte helped a State Department of Health to integrate with the States' Department of Human Services to enhance the citizen experience by delivering one streamlined path to programs and services to help the state become the healthiest state in the nation.

State HHS Transition

Deloitte supported the transition of the Healthy Children and Families subcommittee for a State's Department of Health and Human Services (HHS). The goal was to assess agency challenges and develop recommendations for a smooth transition from one Administration to the next.

KEY: Sample Offerings & Capabilities

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