

TLC Family Care Healthplan

TLC Family Care Healthplan, the largest of West Tennessee's Medicaid managed care programs, operates wellness and disease management programs to help physicians provide the best quality care available to TLC members. This program includes low-income children, pregnant women and citizens with disabilities. TLC is part of AMERIGROUP Community Care of Tennessee, which has offices in Nashville. TLC and AMERIGROUP Community Care -- a subsidiary of Virginia Beach, Va.-based AMERIGROUP Corporation, serving 1.7 million members in 11 states -- formally joined together Nov. 1, 2007. Together, the companies work with healthcare providers to better serve the citizens of Tennessee. Memphis-based TLC has over 3,500 participating providers in its network throughout West Tennessee. With an organizational strategic goal of moving all claims submissions, filing and documentation to online form, TLC identified an opportunity to eliminate claims submitted via paper by creating a mechanism for providers to submit claims on the TLCOnline website. The organization decided to create a multidisciplinary project team composed of Project Management Professional (PMP®) certified project managers overseen by a Project Management Office (PMO). The PMO used *A Guide to the Project Management Body of Knowledge-Third Edition (PMBOK® Guide)* as an outline to create its own project management framework that could be used throughout the project lifecycle. Completed within the established budget, the project successfully reduced the number of paper claims from 10,000 to 6,000 a month and saves the organization \$15,120 annually in processing fees.

Background

For years, TLC Family Care Healthplan has provided many online tools to healthcare providers through paper processing. The goal of Online Claims Submission was to enhance online functionality for providers and provide them with a way to use TLCOnline to submit new claims and appeal existing ones. Ultimately, the organization sought to eliminate paper claim processing completely by providing an avenue for claims submission other than through a clearinghouse or via paper claim submission. The organization established a Project Management Office (PMO) to provide a consistent approach to project management across the organization by using the PMBOK Guide's project management framework. The PMO also ensured adequate prioritization of the project in light of the entire portfolio of projects for the organization.

Challenges

During the Online Claims Submission project, an competition for time and resources became a significant challenge because two additional online projects-updating and revising the website and claim matching process improvements- were taking place at the same time.