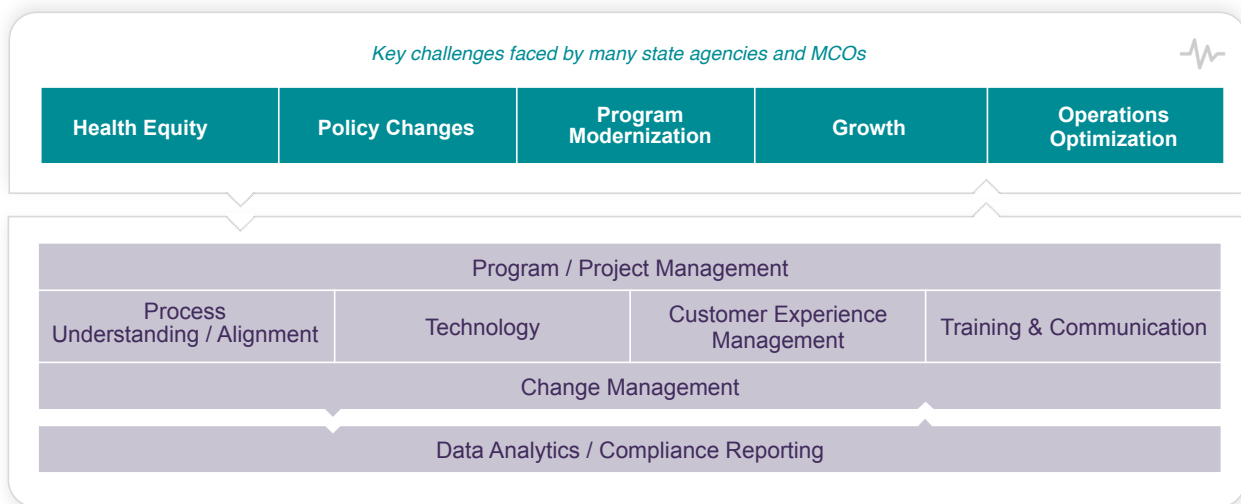# INSPIRATA
CONSULTING

We make our clients' lives easier
by leveraging a proven and customizable approach to supporting complex healthcare programs. Our expert resources have extensive experience working with federal, state, and local government agencies, as well as Community-Based Services to increase Medicaid program adoption and improve participant care.

We focus on adoption of and on-going compliance with Medicaid programs to enhance self directed services.

Key challenges faced by many state agencies and MCOs

Health Equity	Policy Changes	Program Modernization	Growth	Operations Optimization

Program / Project Management			
Process Understanding / Alignment	Technology	Customer Experience Management	Training & Communication
Change Management			
Data Analytics / Compliance Reporting			

How We Make Our Clients' Lives Easier

Proven Approach

Our proven approach brings the right level of expertise (cross-industry best practices, regulatory compliance, culturally-sensitive communications) to meet clients and their participants where they are.

Trusted Integrator

Our holistic solutions incorporate knowledge and capabilities from trusted partners to achieve your program or project objectives.

Complexity Management

We manage risk through proactive stakeholder management across participant populations, managed cared organizations, agencies, partners, and vendors who support complex cross-agency project teams.

Value & Quality

We recognize the value of self-directed services and strive to facilitate Medicaid program adoption and compliance to improve the lives of participants.

Who We Are

Inspirata Consulting is a firmly established service-disabled veteran-owned (SDVOSB) and woman-owned small business (WOSB) with extensive experience across key healthcare sectors including Medicaid programs, state services, and veteran care. Our breadth of healthcare experience and expertise sets us apart from other small businesses and has made our support services competitive with even the largest firms.

What We Offer

Program & Project Management
Manage scope, schedule, and **budget** with industry-specific methodologies to **achieve project objectives**

Data & Analytics
Leverage data to **enhance leadership decision making** and quantitively **illustrate program or project ROI** to meet Medicaid program requirements

Change leadership & Integration
Utilize change management best practices to **engage stakeholders and participants to elicit desired behavior**

Process Streamline & Alignment
Align business process to support operational growth, scale, or support program adoption

Strategic Messaging & Engagement
Develop **engaging and culturally attuned messaging strategies** to effectively connect with diverse audiences in any language

Technology Design & Deployment
Provide technical expertise for the design and development of technological solutions that **meet operational needs**

Custom Training
Tailor training strategies and courses to **ensure understanding and adoption, leveraging a bite-sized approach** for effective delivery and maximum retention

Customer Experience Oversight
Leverage strategic partnership for call **center support, focusing on participant assistance to efficiently boost care and adoption**

Key Partners

EPIPHANY   tyler technologies   ((CENTRIC))

Our Impact

State EVV Implementation

- 15+ person team led efforts across 12 work streams for a State's EVV launch to 130K+ Consumers and their Personal Care Attendants.

- Project Manager co-led a team of 50+ resources, including 10+ vendors and was responsible for the coordination and successful delivery of all phases of work.

- Designed, implemented, evaluated, and optimized a culturally-sensitive multi-language (7 languages, including English) Participant Communication Strategy.

- Six-person Training Team created and executed a comprehensive training strategy that included implementing Learning Management and Registration Systems, developing EVV user guides, job aids, and training content for 130K+ users for three modes of delivery (in-person, virtual and self-paced).

State EVV Project Support

- Supported the Project Directorate from beginning to end to prepare for and implement the EVV System for the entire state.

- Supervised Technology Vendors through system build and delivery.

- Led Communications and Training for all required in-person and virtual training sessions for providers in the state.

- Built and delivered multi-year plan for device enablement, electronic protocol development, technical integration, training, reinforcement, and then go-live and system support through stabilization.

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