



## Hawaii QUEST Case Study

### *Client Profile*

In 1994, the State of Hawaii's Medicaid Program initiated a managed care program through an 1115b waiver. There were several challenges of completing a managed care program due to the fact that the State had been operating under an "any willing provider" fee-for-service model.

### *Business Challenge*

One of the major concerns of the State in moving to managed care was how to handle catastrophic care. Catastrophic care requires specialized handling both from a technical standpoint and a patient advocacy standpoint. Catastrophic care mostly consists of sick babies, serious traumas, or transplants. But, in reality, the State recognized that catastrophic claims could come from just about any diagnosis and they needed a firm to manage these patients.

### *Cyrca Solution*

The staff of Cyrca, who, at the time worked for Anthem Blue Cross and Blue Shield Specialty Risk Division, were able to utilize their talents to bid and win the award as the catastrophic program manager and reinsurer for the State.

Cyrca's answer for the State was to put in place a program which was able to respond to catastrophic cases wherever they occurred. The program consists of a 24/7 notification process along with a rapid response medical management system that is protocol driven. The system is designed to initially deal with the stabilization of the patient followed by a standardized plan that incorporates Cyrca's critical care medical guidelines. Additionally, Cyrca utilizes its network on the mainland for patients who must transfer from the islands.

### *The Results*

The results of the program have been tremendous. Savings continue to be more than fifteen percent even though the program is quite mature. Cyrca is convinced that its health plan, member and provider training and education programs have aided immensely. Providers and health plans are accustomed to the program in place and know to contact Cyrca so that Cyrca can assure the State of Hawaii is getting the most effective treatment available at an affordable cost.

Cyrca feels that this contract has stayed with the original staff since 1994 because they possess the ability to deliver quality care and continually evolve ahead of the industry curve providing added value.

