

**From:** [Darius White](#)  
**To:** [solicitation.questions](#)  
**Subject:** EvalTOUR Technologies Response to RFI 014-21/22  
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**Attachments:** [Response to RFI 014-2122 EvalTOUR .pdf](#)

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Good Morning Cody Massa,

Attached is our general response to the referenced RFI. We are excited to participate in this solicitation and hope there are opportunities to assist the agency.

Best Regards,

Darius White, Principal

**In Response To:** RFI 014-21/22 RE-PROCUREMENT OF THE STATEWIDE MEDICAID MANAGED CARE PROGRAM

**Submitted To:** AGENCY FOR HEALTH CARE ADMINISTRATION

**Submitted By:** EvalTOUR Technologies Consulting  
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## **1. Understanding and Approach**

The agency is in search of innovative ideas and best practices to deliver value to the state regarding:

- The processes related to the medicaid managed care system and how recipients leverage the system
- The outcomes related to the agency's mission and vision along with the results benefactors experience when utilizing the program
- Operational execution of the managed care system and how well the agency measures these outcomes

### **a. Understanding of the Problem**

Being that the managed care system has complexities, experience varies across the state depending on the recipients leveraging the system. With rising costs, it is key that the state can:

- 1) reduce the cost to issue care to the recipients involved
- 2) Streamline operational execution to improve the experience of providers and recipients
- 3) Maximize the expected outcomes with innovative ideas
- 4) Measure the performance to sustain and understand where opportunities exist within the managed care system

**b. Technical Approach**

EvalTOUR technologies is a 4 tiered consulting organization that executes when requested but also coaches and develops management to drive operational execution using proven frameworks that leverage data to make decisions and solve problems.

We are experts (Master Black Belts) in the:

Lean Six Sigma methodology

Project Management (PMBOK) Workflow

Change Management

Business Process Design

Using Lean Six Sigma, EvalTOUR can assist agency participants with designing and launching initiatives that better define what the problem statements are to be resolved, using statistical data techniques to drive root causes into solutions that be measured via robust KPIs.

We can assist the agency on all 4 fronts from ideation, to initiative launch, through business process planning, and then change management.

**c. Relevant Experience/Capabilities**

Within the managed care program, EvalTOUR's lead principal, Darius White, is a consultant to the Louisiana Department of Health (LDH) via a consulting Agency named Agilify.

What the agency Agilify does is support the LDH community with the same style of support. Leads/Program Managers identify initiatives based on problems being faced and we support them by designing and launching Lean Six Sigma initiatives to solve these issues. We coach candidates and also issue certifications to them at different tiered levels from Green Belt to Black Belt.

What this does for agency is support SMEs with making data driven decisions before deciding to solve using various statistical techniques and then gives the Agency

additional capability that they didn't have by enhancing the knowledge of the management staff to manage by data using the various tools learned.

The lean six sigma framework is explained below:

The framework is broken into a 5 phased approach called DMAIC which stands for:

-Define: Defining the problem statement and framing voice of process into data points that stakeholders involved can holistically understand

-Measure: Gathering the required data and ensure data is cleansed, available and stratified appropriately to be ready for trend analysis and statistical hypothesis testing

-Analyze: Using various statistical and root cause techniques to analyze the data for opportunities for improvement

-Improve: Combining techniques to ensure solutions brainstormed are high benefit and low effort for implementation

-Control: Governance strategy and business process integration to sustain the results of the initiative

Business Process Framework below:

Organization Structure Design and Analysis

End to End Process Mapping

Core Process Attribute Design, Governance, and RACI development

End to End Risk Assessment

Analysis Model Deployment for Value add vs Non Value add

Value, Cost, and Time Analysis

Deliverables include an end to end process library to drive a higher efficacy of the managed care program

We have also used this technique in various other industries ranging from:

- Manufacturing
- Finance and Accounting

- Contact Center/Help Desk

We have several tools at our disposal to support this technique such as:

Minitab Statistical Software

PRIME BPM business process Design Software

Microsoft Project

We have the capability to use additional tools as required such as:

SQL (structured query language) to extract and manipulate data

Tableau Desktop to visualize data

Salesforce (if there are CRM data points required)

#### **4. Staffing**

**Primary Contact will be Darius White:**

B.S Engineering

MS Project Management

MBA in Supply Chain Management

Certifications:

Lean Six Sigma Master Black Belt

ITIL Service Foundations

PMI-PMP

ASQ CQE

Salesforce Business Analyst

Coast Guard Veteran

8+ years in various industries as a management consultant, engineer and data analyst

If and when required; EvalTOUR can staff other management consultants as quickly as needed.