

# Staff Augmentation

Resources in a pinch.



Toney Healthcare's Staff Augmentation services enable you to quickly fill resource gaps with high-quality, experienced, clinical and non-clinical managed care professionals to ensure the continuity of your medical and behavioral health (BH) programs.

## EXPERIENCED PROFESSIONALS. FAST DEPLOYMENT.

Whether you need leadership, management, operational support or boots on the ground, Toney Healthcare has your back. For as long—or as short—as you need.

We quickly augment your staff with seasoned professionals when you're facing high turnover, adding a program, expanding to a new geography or business line, or need a rapid response to market, organizational or systems changes. What that means for you is the right resources, fast, without the hiring burden. **All they need is training on your system and processes to get them operational and productive from day one.**






## BREADTH OF EXPERIENCE TO FILL ALL ROLES

Our multi-disciplinary team consists of over 350 subject matter experts, seasoned health plan executives, experienced clinicians and non-clinical support staff across the spectrum of healthcare services and geographies, all with the appropriate licensure and credentials.

Our experts cover the range of essential healthcare functions for both medical and behavioral health—utilization management, physician review, care and case management, quality improvement and assurance, accreditation, compliance, and overall plan leadership.



## Our Experts

-  **Senior leadership**—CMO, COO, CFO, CCO
-  **Physician advisors and reviewers**—Medical necessity review and program oversight (medical and behavioral)
-  **Clinical management**—VP, director, manager, medical director for medical and behavioral health; care and utilization management
-  **Front-line staff**—Nurses, physicians, behavioral health clinicians (RN, LPN, LCSW, LMFT, MD/DO, etc.)
-  **Quality, compliance and accreditation** experts

# Experienced resources you can rely on.



## DEEP EXPERTISE TO DRIVE ORGANIZATIONAL CHANGE

Toney Healthcare leaders have years of experience in steering and managing healthcare service roles for managed care organizations. We have an in-depth understanding of the challenges and opportunities that impact performance, outcomes, and organizational success. We understand the nuances of different business lines and population types and can help you improve operational and quality performance for Medicare Advantage, Medicaid, special needs, commercial, ACA, TRICARE and ACO/IDN programs.

## RELIABLE SUPPORT WHILE FACING UNCERTAINTY

When expanding into new geographies, business lines or benefits, your resource needs may not be clear. With our flexibility and deep bench of experienced operators, we can help you get started with talented staff and refine the team as we discover together the most efficient and effective resource model for your organization. When you're ready, we'll help you transition to fully executing your own clinical operations.

## SOLUTIONS PERSONALIZED FOR YOUR EXACT NEEDS

We customize our deployments to fill specific, individual assignments or deliver complete, functional teams, all with the precise skills and experience your program requires. While typical engagements last four to six months, we can stay as much or little time as you need to ensure leadership and operational continuity while completing a specific initiative or recruiting permanent staff. Our consultative approach fosters continuous improvement to processes, day-to-day operations and program outcomes.

And our commitment to quality means we deliver exactly what we promise—world-class services with superior performance.

## Why Toney Healthcare?

- ✓ **Industry-leading clinical operations** with deep expertise in utilization management, care management and quality performance
- ✓ **National and regional perspectives**
- ✓ **Extensive line-of-business expertise** (Medicare Advantage, Medicaid, SNP, MLTSS, Commercial/ACA, TRICARE)
- ✓ **Rapid deployment**, plug-and-play health management services to ensure speed to value
- ✓ **No recruiting or hiring burden**
- ✓ **Medical and behavioral health support**
- ✓ **Complete transparency and reporting** by working within your system
- ✓ **Nationwide coverage** by U.S.-based staff
- ✓ **Platform-agnostic** with broad knowledge and experience on all major platforms

# World-class services with superior performance.



## ..... Sampling of Past Engagements .....

- Medical UM RNs to support a Medicaid expansion and maintain compliance
- Medicare Advantage/dual-eligible and Medicaid case management teams to eliminate case backlog and bring cases up to standards
- Senior medical directors for medical and behavioral UM physician review
- Commercial CM team to support out-of-state membership
- UM and appeals clinical team to support MLTSS growth
- Field-based care management teams in multiple states
- Accreditation expert to guide initial NCQA accreditation
- Interim chief medical officer
- Interim director of quality improvement

**READY TO  
LEARN MORE?**

Toney Healthcare's team of experts is ready to help you address your resource and performance needs with plug-and-play physical and behavioral health management services and expertise so you get the help you need, fast—and without HR headaches. **Learn more at [ToneyHealthcare.com](https://www.toneyhealthcare.com).**

**Toney Healthcare. Peace of mind for your clinical operations.**