



Nexus Assists Leading Healthcare Organization

Managed care organizations within the healthcare industry must provide superior service to their members. Members and providers require that these companies provide up-to-date information whenever an inquiry is made. To do this, companies must invest in cutting-edge technology that is fast, reliable, and flexible.

Care1st Health Plan, founded in 1996, is a managed healthcare organization with locations in California and Arizona. In California, Care1st is contracted with L.A. Care Health Plan to provide health benefits to over 150,000 Medi-Cal recipients.

After several upgrades to their Toshiba system with no further expansion possible, a decision was made to invest in a new system. Initial inquiries were made to several manufacturers. After a seven-month evaluation period, NEC Unified Solutions was selected. The next task involved choosing the right company to implement the NEC solution.

Given the growth Care1st had previously experienced and the future growth anticipated, Nexus proposed an NEC 2400 IPX with Zeacom Q-Master ACD and Corus Voicemail. "We felt that the solution we offered not only allowed for future expansion but also provided Care1st the ability to perform changes to the system on their own," says Phil Mills, Nexus Account Executive. "Because Care1st depends on its call center for member interaction, we felt it was critical to ensure that the solution also provided reports on all call center activities."

"Three companies offered the NEC solution, but ultimately, we chose Nexus because we felt they were upfront with us regarding the total solution. Other companies seemed to be giving us only a partial picture of what we needed," says Jade Bulante, Systems Manager. "Nexus knew the application extremely well, to the point of answering any question before we even asked," says Barbe Mulvihill, Network Support Analyst. "They took the time to learn our business, and made suggestions to fit our specific needs."

With the selection process completed, the focus then shifted to implementing the solution. Kristin Ross and Ted Karas, Nexus associates, managed the implementation process. "I cannot say enough good things about Kristin and Ted," says Bulante. "They were there for us the entire time. They arrived early, left late, and worked weekends to ensure everything went well. They worked with our team to ensure that we were comfortable with the system. The entire process was done professionally."

With the solution now in place, Care1st is enjoying increased productivity from its employees. "We now have the ability to make changes to the system on the fly without having to call anyone to do it. This is especially important to us because many of our employees move from location to location within our office on a consistent basis," says Mulvihill.

Bulante adds, "As a company, Nexus is extremely customer-oriented. I was so satisfied with Nexus' work that I recommended Nexus to a local hospital. That hospital just recently purchased the same solution we bought from Nexus. Keep it up!"