

# Healthcare Solutions Tailored to Address Your Key Priorities

At Protiviti, we know healthcare. Our global reach continues to expand at a rapid pace as we serve leading healthcare organizations amid accelerating change. We know industry changes that are imminent and their drivers. And, we know how to advise our clients to effectively address industry changes to best manage, protect and create substantial value in their healthcare delivery systems. Our team of experienced professionals and our Healthcare Center of Excellence are your resources for understanding and managing the multitude of changes and risks affecting healthcare. Whether your organization's chief concern is payment reform, regulatory compliance, revenue growth, cost management, cybersecurity or digital transformation, Protiviti is here for you.

## Our Key Solutions



Clinical Excellence



Digital and Advanced Analytics



Enterprise Applications/  
ERP Modernization



Financial & Operational Performance



Information Technology & Cybersecurity



Innovation Services



Mergers & Acquisitions



Next-Gen Internal Audit



Pandemic Response



Payer Operations



Revenue Integrity



Risk & Compliance



## Clinical Excellence

Clinical performance is top of mind for healthcare systems and executives. Protiviti assists in value-based innovations designed to improve operational efficiencies, lower costs and achieve clinical excellence. Our data-driven and patient-focused approach provides organizations a path to minimize variation in practice and achieve better quality outcomes. Engaging with executives, physicians, nurses, and frontline staff, Protiviti’s clinical program team incorporates design thinking, lean methodologies and data analytics to improve clinical operations, reduce unnecessary utilization and hardwire evidence-based practices.



## Digital & Advanced Analytics

Protiviti helps healthcare organizations make the promise of digital transformation a reality. We help organizations create a deep understanding of the risks and opportunities presented by emerging technologies and think creatively about how these technologies can be used to improve performance. Avenues of rapid transformation are driving the need for consistent innovation throughout health systems that strive for a competitive market presence. Whether leveraging artificial intelligence/machine learning to support advanced analytics, developing telehealth strategies, or implementing intelligent automation/robotic process automation across the enterprise, we help deliver confidence and value across a wide range of digital innovation initiatives today and into the future.



## Enterprise Applications/ ERP Modernization

Protiviti has extensive experience helping our healthcare clients optimize all components of the financial, supply chain and human capital management system life cycle. Protiviti is unique in that we provide exceptional value

through our ability to design and develop these ERP solutions, to offer a unique and flexible talent pool to lead and support initiatives, and to offer deep industry and operational knowledge. Through our proven methodologies and resources, we lead and advise clients in designing comprehensive solutions, leveraging our proprietary solution-design framework, and implementing leading systems to enable business transformation.



## Financial & Operational Performance

Protiviti drives profitable growth in areas such as finance and revenue operations, merger integration, cash acceleration, and assistance with shared services design and implementation. Additionally, through our partnership with our parent company, Robert Half, we are able to share our clients’ workload/burden to address vacancies or backlog issues in key business functions such as finance, accounts receivable and information technology operations.



## Information Technology & Cybersecurity

Emerging technologies, an ever-evolving threat landscape and changing business models continue driving a shift in the role of IT in healthcare. Protiviti helps healthcare organizations adapt to these origins of change through the design and implementation of advanced solutions in IT strategy, security and privacy, the cloud, enterprise applications, data and analytics, as well as through custom software services.



## Innovation Services

Healthcare innovation is translating ideas into solutions that address challenges and create value. The core objective of Protiviti Innovation Services is to support our clients along the entire innovation journey, including

training, discovery and ideation workshops, prototyping, and implementation and execution. With Innovation Services, Protiviti can accelerate the pace of our clients along their innovation journey. We can equip individuals, teams or entire organizations with our deep healthcare expertise and knowledge to develop an effective innovation mindset, facilitate interactive workshops to help uncover root causes to current challenges and identify innovative solutions, and harness the power of emerging technologies to bring their ideas to implementation. We seamlessly blend our enterprise resources, ecosystem partner capabilities and leading technologies to help our clients create new ways of doing business.

### Mergers & Acquisitions

Our well developed and core/strategic solution offerings can be easily utilized to enhance the due diligence and post-acquisition processes. During the due diligence phase, we have the industry expertise and capabilities to assess a potential target's current state and identify potential gaps, revenue optimization and cost-reduction opportunities as well as operational, compliance and financial risks to your organization. This includes asset purchases, the assumption of the Medicare provider number and successor liabilities. Further, we have strong healthcare credentials and expertise to plan and assist with post-acquisition, integration, consolidation and optimization.

### Next-Gen Internal Audit

Protiviti's world-class internal audit (IA) services provide effective insight and confidence to leaders that their organizations can meet the demands of the ever-changing business environment. Management is leveraging IA more than ever as a strategic resource to provide guidance based on broad and deep skill sets and perspectives; high-impact reporting to stakeholders, including the audit committee; analytical and digital

capabilities; and internal knowledge of operations, strategic goals, and risk and control structures. Our IA services help ensure that healthcare organizations become more innovative and explore new technologies, identify and mitigate emerging risks, develop creative solutions to address complex business challenges, and encourage best practices to enhance business functions.

### Pandemic Response

COVID-19 continues to expand its global impact on individuals, businesses, communities and governments. We understand the resource and operational burden in meeting a wave of demand, changing regulatory requirements and stimulus legislation (e.g., Provider Relief Funding). Protiviti stands ready to assist with implementing and leading COVID-19 response teams to assist with risk mitigation across a variety of areas and to organize board communications and education. We are well positioned to provide top-tier interim resources to fill vacancies and to manage critical tasks to ensure financial health during the pandemic. We also assist healthcare organizations with emergency management advisory and audit consulting and have developed a content-centric, web-based application to manage all aspects of emergency management, from the Hazard Vulnerability Assessments (HVA) to recovery documentation, including all associated regulatory requirements. Protiviti and Robert Half are on the ground helping several public and commercial entities dynamically address vaccination efforts and the accompanying challenges at scale. We're seeing that our clients need experience and capacity to manage massive projects, mobilize large on-demand teams and deploy the right talent across several key themes, including vaccination registration, scheduling and coordination, vaccine documentation and process support, vaccine analytics and reporting, and compliance assurance.



## Payer Operations

Protiviti specializes in assisting health plans, dental and vision plans, and PBMs to operationalize and execute solutions to enhance business performance and drive sustainable growth. Whether we are assisting with compliance, process improvements, strategic planning or design initiatives, we apply innovation, collaboration and technology acumen across your organization.



## Revenue Integrity

Protiviti helps providers enhance revenues and margins by improving strategy, processes, and system efficiencies and controls. Improvements such as enhanced charge capture, reduced denials, coding and documentation integrity, and a myriad of other revenue-generating functions can ensure more effective, efficient and optimized revenue cycle performance. Utilizing Protiviti's proprietary RiHT Analytics tool, we can assess your organization's raw 837 claims data and 835 payment/non-payment remittance data to identify a number of potential opportunities based on pre-built algorithms. In addition, Protiviti routinely leverages these claims and payment data analytics to conduct risk-based, targeted clinical documentation and coding audits which identify opportunities to strengthen the integrity of the coded medical record.



## Risk & Compliance

U.S. and global regulatory scrutiny of healthcare organizations has never been greater. It is no longer enough for a compliance function to merely exist. Compliance leaders must demonstrate effective, efficient and agile compliance programs that proactively manage risk, protect reputation and focus on opportunities that can impact business strategy and performance. Protiviti professionals have deep subject-matter expertise in regulatory compliance, litigation, electronic discovery readiness, audits, investigations and enterprise risk management. We can also serve as an independent review organization in instances of a corporate integrity agreement. Protiviti will partner with you to develop tailored solutions to address emerging trends and existing regulatory demands through innovative solutions that position your organization to improve performance today and achieve future success.

## Contact

### Richard Williams

Managing Director, Global Healthcare Industry Lead

+1.214.395.1662

[richard.williams@protiviti.com](mailto:richard.williams@protiviti.com)

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Protiviti ([www.protiviti.com](http://www.protiviti.com)) is a global consulting firm that delivers deep expertise, objective insights, a tailored approach and unparalleled collaboration to help leaders confidently face the future. Protiviti and our independent and locally owned Member Firms provide clients with consulting and managed solutions in finance, technology, operations, data, analytics, governance, risk and internal audit through our network of more than 85 offices in over 25 countries.

Named to the 2020 *Fortune* 100 Best Companies to Work For® list, Protiviti has served more than 60% of *Fortune* 1000 and 35% of *Fortune* Global 500 companies. The firm also works with smaller, growing companies, including those looking to go public, as well as with government agencies. Protiviti is a wholly owned subsidiary of Robert Half (NYSE: RHI). Founded in 1948, Robert Half is a member of the S&P 500 index.