Partnering with a State Government

Administering a High Volume Program

Forthright has experience in designing, optimizing and managing complex processes, and has the capability to process extremely large volumes of transactions. As an organization, Forthright understands how environmental, political, and legislative contexts can affect programs. By leveraging this expertise, Forthright helps a long-term state government client achieve greater accuracy, reduced cost, and superior transparency in administering a high volume program.

Challenge

In 2004, a state agency was looking for a new partner to administer an existing program involving automotive and healthcare insurance disputes. The state was looking for a partner who could help save its citizens time and money by helping determine responsibility for medical expenses incurred in auto accidents.

Solution

Through a competitive process, the state engaged Forthright, an expert in creating customized workflow solutions and sophisticated case management tools. Forthright provided a significant change from the incumbent provider and transitioned with ease to deliver a more efficient, customized online filing process for end-users that can handle greater volumes of transactions at a lower cost. Throughout Forthright's administration, the program has been and continues to be entirely self-funded, creating a win-win situation for the agency and the taxpayers.

The collaborative partnership between Forthright and the state remains the foremost reason for the program's success. While the state retains control of the program, Forthright focuses on making customizations to yield continuous improvements to the program, while delivering the customer service demanded for managing high volumes of transactions efficiently and professionally.

Forthright's Process Improvement in Action

Forthright's technology has enabled the state agency to significantly lower overhead through the following tools:

- Paperless, online filing for end-users
- Online payment for end-users
- Online management and status checking for end-users
- Regular online reporting for clients with detailed metrics on filings, statuses, and outcomes
- Complete, up-to-date rules, forms, FAQs, and educational materials all made available online

Results

By partnering with Forthright, the state agency continues to enjoy the following measurable results thanks to their transition to a program built for high-volume processing:

- Decreased transaction costs
- Increased volume of transactions with scalable administration
- Saved end-users $2.3M in filing fees
- Over $165M taxpayer savings
- Refunded stakeholders over $600K for early settlements
- Streamlined procedures saved end-users litigation costs
- Reduced users' fees by 20%

FORTHRIGHT
PROCESS DESIGN AND MANAGEMENT