

# Delegated Risk Organization Southern California

Epic Tapestry Stabilization & Operational Transformation | 2025–2026

## THE CHALLENGE

A Southern California delegated risk organization on Epic Tapestry faced an underperforming support team, a lack of IT/Operations governance, excessive ticket backlog, and downstream impact to claims operations and regulatory compliance.

## THE APPROACH

- **Governance & Prioritization** — Module-specific weekly prioritization meetings (Claims, UM, Benefits, Enrollment, Vendor Contracts, CRM). Formal ticket ranking framework and bi-weekly Stoplight status reporting.
- **Application Stabilization** — 100% SLA attainment within the first quarter. Epic upgrade go-live executed. UHC Commercial & Medicare Advantage enrollment file changes completed. SRS PCP discrepancy resolved.
- **Claims Optimization** — Service Level Auths launched for granular claims/auth matching aligned to CMS Unified Auth. Denied encounter outbound processing implemented. 72% aging claims inventory reduction.
- **Regulatory Compliance** — CMS Interoperability/Unified Auth configuration for two delegated medical groups. AB 3275 (CA) 30-day claims payment compliance. Outbound encounter reconciliation completed.
- **Process Improvement** — Vendor Contracts workflow streamlined with defined roles and test plans. Capitation audit reporting enhanced. Provider network/tier redesign initiated for SCMG and SRS.

## RESULTS AT A GLANCE

<b>27.6x</b> Faster Incident Resolution <i>17.96 days → 0.65 days</i>	<b>5.5x</b> Faster SR Resolution <i>18.7 days → 3.38 days</i>	<b>100%</b> SLA Attainment <i>Q3 &amp; Q4 2025</i>
<b>72%</b> Aging Claims Reduction <i>Since June 2025</i>	<b>+13%</b> Auto-Adjudication <i>Labor cost savings</i>	<b>\$10k+</b> Monthly Penalty Reduction <i>Claims interest &amp; fees</i>
<b>98%+</b> Claims Timeliness <i>Sustained Q4 2025</i>	<b>0</b> Escalations <i>No critical incidents</i>	<b>3x</b> SR Volume Processed <i>Since engagement start</i>

## ENGAGEMENT TIMELINE

Jul 2025	Q3 2025	Q4 2025	Jan 2026	Q1 2026+
SOW start. Team onboarded. Baseline assessment & stabilization begins.	Full onboarding. 100% SLA attainment. Governance live. 72% aging claims reduction.	Epic upgrade go-live. UHC file changes. Open enrollment. Denied encounters.	Service Level Auths live. UHC MA enrollment. Module reporting enabled.	Network redesign in prod. CMS Unified Auth. Service Level Auth refinement.

