

# LIFEPlan CCO NY

## Client Success Story



### Vcpi Helped LIFEPlan CCO NY Launch Business in Record Time

In a short amount of time, vcpi helped LIFEPlan CCO NY implement the IT systems they needed to achieve their IDD (intellectual or developmental disability) Health Home and Care Coordination designation from New York State.



To meet the tight deadline, vcpi focused on deploying the right IT solution for LIFEPlan's business needs, while LIFEPlan focused on building their services around the new laws.

We quickly and effectively provided 700 secure devices and trained employees on device use in just a few weeks. But our work didn't stop there.

We provide ongoing support to ensure LIFEPlan remains successful:

- Service desk support
- Service Now, Chromebook enterprise, and mailbox licenses
- Mirador Mobile Device Management (MDM)
- Adherence to state IT security regulations
- Endpoint management
- Email backup
- Laptop distribution

### BACKGROUND

In 2018, NYC Health and Hospitals developed a Health Home program to better serve individuals with chronic health conditions. Under Health Home requirements, participating organizations must comply with new state laws that dictate how to provide patient care. LIFEPlan wasn't yet open for business and had little time (March 2018 to July 2019) to achieve the state designation. On top of the typical duties that come with launching an organization in the industry, they had to tailor their services to the new state laws. LIFEPlan corporate leaders soon consulted with vcpi to learn how we could provide effective IT management for their needs.

## THE PARTNERSHIP

LIFEPlan's caregivers work between client homes and offices, which meant they needed a mobile friendly, secure IT solution.

After consultation, vcpi's project managers determined that LIFEPlan needed:

- 700 Chromebooks with iPhone and Internet access
- Office spaces for deployment
- Technology training plan

Vcpi's IT networking team provided LIFEPlan with hardware, applications, and computers they needed in just 40-45 days, which surpassed our project manager's 90-day estimate. Vcpi provided Microsoft Office 365 email, as well as Chrome enterprise and mobile device management (MDM) for security. The central network stores and provides data in real time, which reduces paperwork and calls made between the field and office.



**Sometimes, what we do is about so much more than work. It is about making other's lives better - in our case, both the individuals we serve, and their families that we support. Vcpi can take pride in knowing that because of what they do, we can do what we do.**



**- Jim Cahart, COO at LIFEPlan CCO NY**

LIFEPlan caregivers effectively complete their administrative duties at satellite offices, where vcpi maintains a secured managed network for staff to drop in and utilize. We also administer a Virtual Provider Network (VPN) hotspot to ensure employees' mobile devices are secure.

After deploying company devices, vcpi trained employees at six LIFEPlan offices and provided written instructions on device use. We trained employees in both group and one on one settings as needed, which particularly helped those who were new to our models (e.g., Android users switching to iPhone).

Through our system implementation and ongoing support, LIFEPlan's business operations are mobile and monitorable for regulatory entities and funding purposes. We ensure LIFEPlan adheres to state IT laws, which helps them protect patient data, confidential information, and ultimately continue serving their communities. They are very pleased with our exceptionally fast deployment process and thorough training.

## ABOUT VCPI

*"You care for your residents, let us care for your IT"*

Founded in 2000, vcpi is headquartered in Milwaukee, WI and is privately held by Agility Holdings, LLC. Our team helps care providers best serve their employees, residents and patients by removing technology distractions with outsourced IT support rooted in the unique world of long-term, post-acute care (LTPAC). Vcpi offers a range of services focused on LTPAC organizations including managed cloud hosting, security & access management, US based 24x7x365 service desk, IT consulting, network management and more. To learn more, please visit [vcpi.com](http://vcpi.com).

## ABOUT LIFEPLAN CCO NY

LIFEPlan CCO NY is the only parent-led Care Coordination Organization in New York. Partnering with Medicaid Service Coordination (MSC) providers, LIFEPlan CCO NY strives to provide individuals with disabilities the support they need to flourish. Services could range from providing caregiver services to volunteer and job opportunities. LIFEPlan CCO NY opened in 2018 and serves 38 counties in New York State.