

**Business Consulting
The Bay State Strategic
Plan**

Patricia Pilz
Executive Vice President and
Chief Financial Officer

Bay State Health Care

The Bay State Strategic Plan

Promote:

The independent practice of medicine

Freedom of choice

The elimination of waste

Community rating

Be:

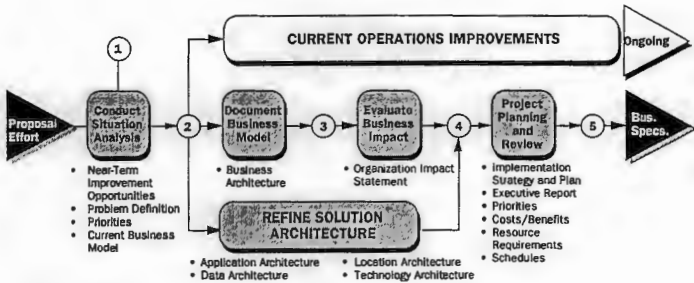
Flexible

Opportunistic

Easy to do business with

**CSC**PROJECT APPROACH AND PLAN
PROJECT APPROACH

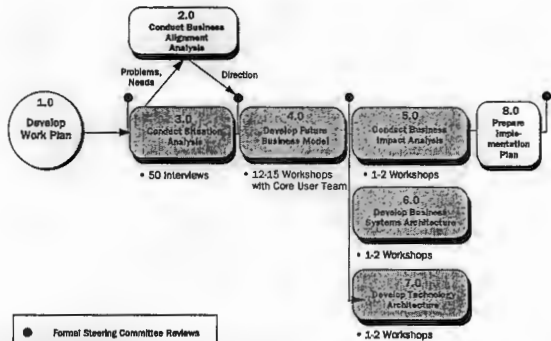
Planning Approach





BSHC Phase I Approach

Week Ending	1/5	1/12	1/19	1/26	2/2	2/9	2/16	2/23	3/2	3/9	3/16	3/23	3/30	4/6	4/13	4/20	4/27	5/4	5/11	5/18	
Weeks	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	Part 1							Part 2						Part 3							





BSHC Phase I IS Planning Approach

Week Ending	1/5	1/12	1/19	1/26	2/2	2/9	2/16	2/23	3/2	3/9	3/16	3/23	3/30	4/6	4/13	4/20	4/27	
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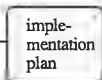
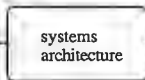
● Formal Steering Committee Reviews



understand the business

understand how we run the business

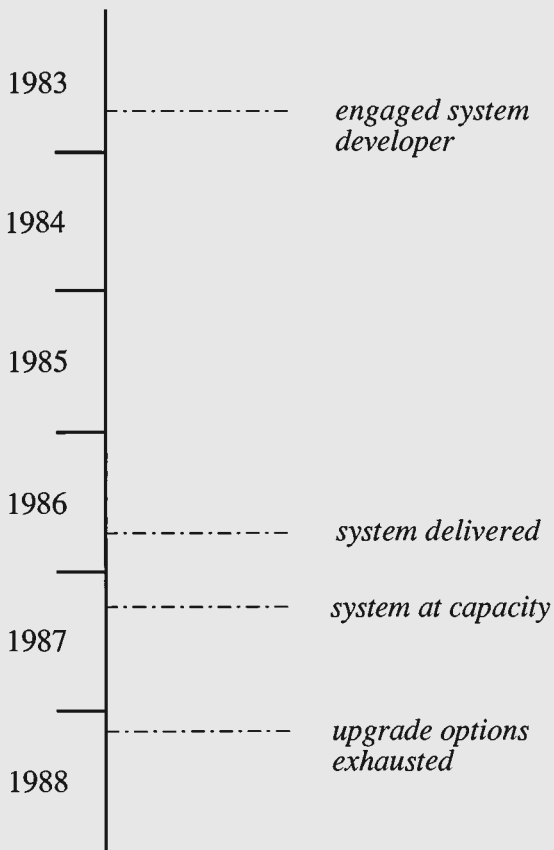
understand how we want to run the business



systems
architecture

technical
architecture

imple-
mentation
plan



The Bay State System Plan

Flexibility

Vendor independence

*Leadership in the application of information and
communications technology*

Patricia E. Pilz
Executive Vice President and Chief Financial Officer
Bay State Health Care

PROFILE

Ms. Pilz is the executive vice president and chief financial officer of Bay State Health Care, one of the country's largest and fastest growing managed care plans. From its corporate offices in Cambridge, Bay State serves 370,000 members in eastern Massachusetts and is beginning an expansion into New Hampshire and Rhode Island. The key element of Bay State's success is its provider network: more than six thousand physicians and sixty-five hospitals are contacting providers, making it possible for the Plan to mimic the freedom-of-choice attributes of its indemnity competitors in the lower-cost environment of managed care.

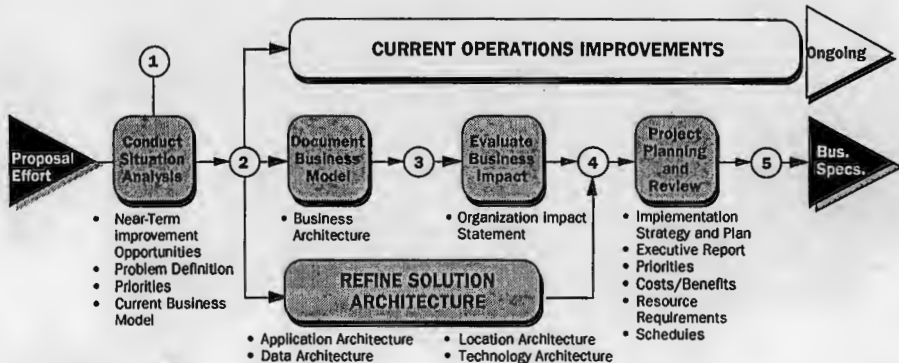
Bay State's management is functionally organized, with the areas of MIS, human resources, claims processing, corporate accounting, enrollment, planning and administration reporting to Ms Pilz. The Plan processes 15,000 health care claims each day, and the work of all seven hundred employees is information- and therefore systems-dependent.

In January of 1990, the company engaged CSC Partners, Inc. to guide it through a three-year, \$20 million, systems integration effort. Ms. Pilz has primary responsibility for that project.

Before joining Bay State in 1987 as part of a "turnaround" team, Ms. Pilz worked as an independent consultant for a variety of public and privately held companies in the health care industry, principally in the areas of strategic planning and regulatory affairs. A resident of Washington, D.C., Ms Pilz is a graduate of Harvard University and the Boston University Graduate School of Management, and is a Certified Public Accountant.



Planning Approach



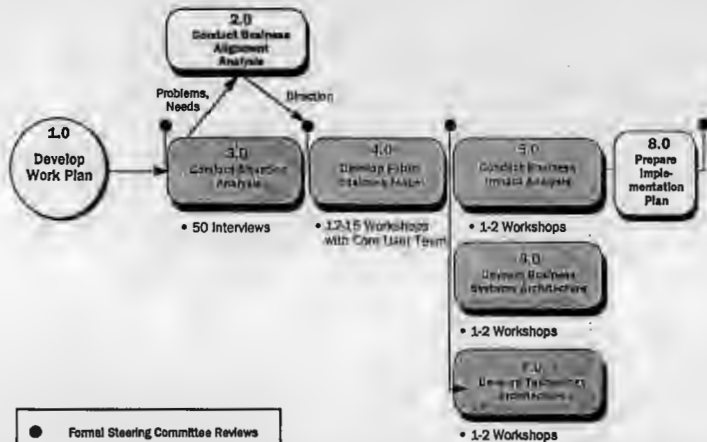
LEGEND

- Bay State
- CSC
- Steering Committee Review



BSHC Phase I Approach

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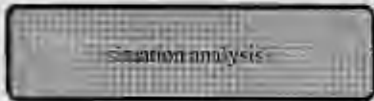


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● Formal Steering Committee Reviews



understand the business

understand how we run the business

understand how we want to run the business

