



Training



Our Market Prospective

As modularity becomes the norm for Medicaid programs, changes will occur with increasing frequency and speed. These rapid functional and technical changes to the modular components of the MES platform will impact all stakeholders. The need to engage and train MES stakeholders is becoming more important and more frequent than before.

In legacy systems the one-to-one vendor/state relationship allowed for straightforward prioritization of updates. Now with multiple modules, meaning multiple vendors, states will need to apply changes to each module. Modularity involves multiple COTS products, which will inevitably mean product upgrades in addition to the changes states request due to policy and regulation updates. While COTS product updates will benefit Medicaid programs, they will also require additional training since the end users will need to understand the changes and how it will impact their user experience – in some cases across modules.

How We Can Help

There is a proverb “give a man a fish and you feed him for a day; teach a man to fish and you feed him for a lifetime”. This concept is relevant for training and has been proven through the work done internally at S2Tech; training is in the S2Tech’s DNA. The 7 Habits of Highly Effective People training course is offered to all employees, we have domain training courses to prepare and cross train on different subsystems and offer internal and external technical training to fill current and upcoming talent gaps.

With over 23 years in the Medicaid market supporting various platforms we’ve gained strong functional and IT knowledge. After demonstrating those capabilities through the talented teams at client sites, we’ve also

supported external training initiatives to help fill functional knowledge gaps in both Iowa and Missouri using our copyrighted training material to support the learning needs of those projects.

Based on our history of providing training for our internal resources coupled with the success of the training projects to external clients we are excited to highlight this service capability within S2Tech. Applying the application and domain knowledge we’ve accumulated through our 23 years of serving the Medicaid market, we are uniquely positioned to bring value in our understanding of Medicaid IT and business functions and apply that knowledge towards specialized training delivery in which our clients have seen its impact tenfold.

Potential Impact on Your Organization

Modularity is poised to bring positive change to the Medicaid market; however, the expanded functionality of the MES platform must align with the functional understanding of the end user to achieve platform success. The total loss to a business from ineffective training is a remarkable \$13.5 million per year, per 1,000 employees according to a recent study from Grovo. With an increase in modules, technologies used, interfaces, and ever-changing systems to accommodate updates, the need for training will increase.

Modularity will demand a broad knowledgebase including an understanding across different platforms since the modules will interact across system functions. It will be crucial to allow users to participate in training in a vast number of areas beyond their core area of expertise.

S2Signature



Want to Discuss How We Can Help?

S2Tech aligns our incentives with our clients' objectives and works to maintain positive client relationships by adhering to our mission statement of “delighting the client”.

Did you know that S2Tech received a rating of 4.8/5 on a recent customer satisfaction survey? Are you as satisfied with your current partners?

S2Tech has assisted on many healthcare projects and would be honored to help make your project a success. Contact Matt Moreau today to share your project details and find out how we can meet your needs.