



EXECUTIVE PUBLICATION

# The MOAP Operational Intelligence Assessment™

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## *Executive Overview*

A disciplined, evidence-based overview of how MOAP evaluates Medicaid administrative operations and equips leadership with objective decision support.

VERSION 1.0

*Issued 2026 · Suitable for board packets, proposals, and executive briefings*

**Medicaid Operations Advisory Partners (MOAP)**

*Operational Intelligence for Medicaid Administrative Operations · [medicaidoperationsadvisorypartners.org](https://medicaidoperationsadvisorypartners.org)*

# The MOAP Operational Intelligence Method™

Helping Medicaid organizations transform evidence into objective insight, informed decisions, and measurable improvement.

## 1 Discover

*Define the problem worth solving.*

Every engagement starts with the organization's goals and priorities, keeping focus on what matters most.

## 2 Define

*Confirm the question can be answered.*

The assessment scope is confirmed and available information is evaluated to ensure reliable conclusions can be reached.

## 3 Evaluate

*Establish what the evidence shows.*

Documented processes are evaluated to replace assumption with an objective, defensible understanding of performance.

## 4 Identify

*Reveal the findings that matter.*

The analysis surfaces clear strengths, risks, and gaps — an accurate picture of current performance.

## 5 Recommend

*Turn insight into a clear plan.*

The highest-priority opportunities become a practical roadmap for measurable improvement.

## 6 Improve

*Deliver measurable, lasting change.*

Guidance strengthens readiness and helps organizations sustain measurable progress over time.

## Evidence Before Opinion

Every conclusion begins with evidence — not assumptions. It is the standard behind every MOAP engagement.

## Why Organizations Choose MOAP

- Objective view of complex administrative processes
- Consistent, repeatable evaluations
- Prioritized opportunities for improvement
- Practical guidance leadership can act upon
- Executive-ready communication
- A foundation for continuous improvement

## *Better operational decisions begin with better Operational Intelligence.*

MOAP helps leaders replace assumptions with objective understanding so they can make more confident decisions and achieve measurable improvement.

### ASSESSMENT SPECIALTIES

**Prior Authorization • Appeals • Claims • Workflow • Operational Intelligence Retainer**

# What You Receive from a MOAP Operational Intelligence Assessment™

*Every assessment concludes with practical decision-support designed to help leadership understand current performance, prioritize improvement, and move forward with confidence.*

## Executive Findings

A clear summary of the most significant strengths, risks, gaps, and improvement opportunities identified during the assessment.

## Executive Insights

An objective explanation of what the findings mean, why they matter, and where leadership attention should be focused first.

## Improvement Priorities

Improvement opportunities organized according to organizational impact, implementation readiness, and business priority.

## Corrective Action Roadmap

A practical sequence of improvement initiatives that helps leadership move from findings to measurable progress.

## Executive Briefing

A concise presentation designed to support executive discussion, organizational alignment, and informed decision-making.

## Enterprise Perspective

When multiple assessment areas are involved, leadership receives an integrated view showing how issues interact across functions and where coordinated improvement has the greatest impact.

## Executive Decision Support

Every assessment is designed to help leadership understand what matters, determine what should happen next, and move forward with confidence.

## Every Assessment Provides

- Clear understanding of current performance
- Objective findings leadership can trust
- Prioritized improvement opportunities
- Practical implementation guidance
- Executive-ready communication
- A foundation for continuous improvement

***Better decisions begin with better understanding.***

MOAP equips Medicaid leaders with the objective insight, practical guidance, and executive decision support needed to improve administrative performance with confidence.

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