newwave

Custom IT Solutioning and Management for the Future of Healthcare

For over 18 years, NewWave has combined innovation, precision, and compassion to empower our clients to use technology in new ways as they solve problems for the greater good. Our dedication to innovation and the flexibility that comes with being a privately owned business allows us to treat our clients like partners, designing custom, results focused solutions that fit their unique needs. We are a GSA IT 70 full-service technologies company with a FISMA-NIST Certification and CMMI maturity level 4 rating. NewWave uses Agile methodology and data driven decision-making to design, manage, modernize, and optimize IT systems and applications that improve customer operations and advance healthcare systems for the populations they serve.

SERVICE LINES

DATA ENGINEERING, MANAGEMENT AND ANALYTICS
We engineered and maintain one of the largest healthcare databases in the world at over 5.3 petabytes.

HELP DESK / SUPPORT SERVICES
We support over 192,000 user inquiries a year across our programs, providing multi-tiered support to diverse patient populations across CMS.

CYBERSECURITY
We helped conceive and develop the API CMS uses to provide FHIR-based access to Medicare and Medicaid data and are a Microsoft Azure Zero Trust implementation trusted partner.
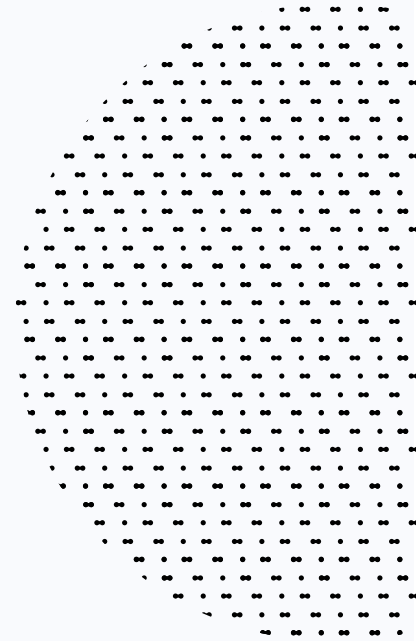
SYSTEMS INTEGRATION
We integrate and operate disparate systems and modern technologies to form efficient applications and achieve end-user results.

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Why NewWave?

Agile Development and Management
Our approach to program management and systems/applications development fosters continuous communication with clients and enables fast adaptability and proven quality.

Data Driven Decision Making
Our programs are continually monitored and evaluated through performance data, enabling our continuous focus on performance improvement and early resolution of issues.

Partnership
We have maintained our small business values throughout our growth and treat our clients like partners, maintaining a continuous open line of communication and active collaboration in achieving each client's goals.

PRODUCTS

traferium

Traferium is the first automated tool on the market that allows both data migration and code conversion from S3 or Oracle to Snowflake, making it easy to select and initiate the transfer of organizational data to the cloud.

IMERSIS

Imersis is a cloud-based data quality tool designed to help state Medicaid agencies prepare Transformed Medicaid Statistical Information System (T-MSIS) data for advanced analytics and to meet federal requirements.

SAFHIR

SAFHIR brings states into compliance with the CMS Interoperability Mandate. A FHIR-based platform modeled on Blue Button 2.0, it connects data, provides consent management, and offers a developer management tool.

iQuartic

IQ Tools suite of products uses Natural Language Processing and business process AI models to provide secure medical chart auditing and validation and identify plan providers at risk of audit and/or revenue loss.

Certifications:

FISMA-NIST	ISO 9001:2015	CMS and DCAA approved
CMMI-SVC-ML4	ISO 20000:2018	Accounting System
CMMI-DEV-ML3		

Results Focused IT Development and Project Management

NewWave is focused on results, using data driven decision making and innovation to keep our projects on track and help our clients achieve their goals. Our clients seek and receive excellence. Whether we are mailing 3.5 million letters for Healthcare.gov a month or supplying secure data to thousands of researchers establishing treatment options to better the population's health, our emphasis is on continuous improvement of the systems and programs we manage. Through active collaboration and partnership with our clients, we have achieved many advancements and objectives for our clients and their customers including:

Service/Product	Achievement
Data Engineering, Management, and Analytics	✓ We manage one of the largest healthcare data warehouses in the world for our CCW program encompassing over 5 petabytes of data (over 1 trillion records) and conduct analytics, enabling over a thousand researchers to study healthcare trends. ✓ NewWave has supported CMMI through the testing of many alternative payment Models with our IDOS program, just one of which led to a 4.6% verified improvement and $141 million in savings annually for CMS.
Help Desk / Support Services	✓ We handle over 175,000 inquiries a year in our BOSC program and have an average first contact resolution rate above 90%, analyst quality audit scores that average above 96%, and customer satisfaction scores above 4 out of 5. ✓ We create 328 knowledge articles yearly to support inquiry resolution for BOSC. ✓ Our CCW Help Desk handles an average of 12,290 inquires a year and analyst quality scores consistently average above 98%. ✓ We generate and manage the dissemination of over 3 million Notices to Healthcare Marketplace Consumers a month for our MNPS program.
Cybersecurity	✓ We created a secure, remote online environment allowing thousands of researchers access to CMS data to advance patient care research for CCW. ✓ We securely provide access to over 25,000 stakeholders from across the country to contribute to payment model testing for our IDOS program. ✓ 100% of systems managed by NewWave have obtained and retained their ATOs throughout their contracts.
Systems Integration	✓ We transitioned the IT Service Management system for our BOSC program to ServiceNow, consolidating inquiry tracking management across the client programs into one system, creating program efficiencies as well as the ability to track program wide services and performance more easily. ✓ We Use Salesforce to manage the entire test Model lifecycle within the IDOS program, from participant recruitment and management to training activities to secure data collection and communications. We also optimized Salesforce License costs by 25%, providing an annual savings of $1.12 million for CMS.
Systems Modernization and Cloud Migration	✓ We migrated over 5 petabytes of data (over 1 trillion records) to a secure AWS Cloud environment with no downtime, no security issues, and minimal impact to users throughout transition for our CCW program. This modernization enabled us to incorporate test automation framework and static code analysis in the cloud environment architecture, advancing quality assurance processes. ✓ We modernized and migrated to the Cloud the RADV CDAT Tool for our RADV program. This increased system up-time to 99.9% from ~70% formerly, increased concurrent user capacity by 900%, and increased concurrent record processing limits by 4 times. ✓ We use Reusable Framework in our IDOS program, a low-code application development approach that has greatly reduced the time to stand up a new Model application.
Imersis	✓ Imersis ingested 8 T-MSIS files, over 200 million rows of data, 5000 columns, and 53 tables, utilizing 50,000+ lines of code to create 5,800 steps in 500 measures and Rules across 32 TPIs, in under 90 minutes for the State of New Jersey.
SAFHIR	✓ Connecticut Department of Social Services (DSS) is now compliant with the Centers for Medicare & Medicaid Patient Access mandate using the Onyx SAFHIR platform.

Explore what NewWave can do for you at our website: NewWave.io