



Strategy-to-Execution Partners for Policy-Driven Claims, Case, and Grants Modernization

Who We Are

VSTI Partners is an SBA-certified Woman-Owned Small Business that helps agencies modernize policy-driven programs where eligibility, adjudication, and accountability are mission-critical.

Our work spans large-scale claims adjudication, health-related eligibility determination for non-clinical programs, and grants lifecycle modernization — addressing many of the same operational, data, and delivery challenges CMS programs face today.

We specialize in aligning people, processes, and platforms so modernization efforts deliver measurable improvements in speed, accuracy, transparency, and sustainability.

Why Our Experience Is Relevant to CMS

We recognize the challenges that characterize CMS programs' operating environments, including:

- Statute- and policy-driven eligibility rules
- High-volume case and claims adjudication
- Health-related data and documentation
- Complex business rules and exception handling
- Auditability, transparency, and defensible decisions
- Workforce adoption challenges during modernization

We have solved comparable execution and delivery challenges in other mission areas:

- Translating policy and regulatory requirements into executable business rules
- Designing and implementing modern case and claims workflows
- Improving throughput while maintaining quality and consistency
- Ensuring decisions are traceable, auditable, and defensible
- Preparing organizations for new platforms, processes, and ways of working

How We Strengthen CMS Delivery Teams

Primes partner with VSTI when programs require more than technology implementation alone.

Program & Product Enablement

Provide Product Owner and executive delivery support that translates policy intent into clear, traceable requirements and priorities, reducing ambiguity and downstream rework.

Claims, Case, and Workflow Modernization

Design and align adjudication, appeals, and eligibility workflows with modern platforms so systems reflect real operations and support consistent, defensible outcomes.

Organizational Readiness & Change

Prepare the workforce for new systems and processes through operating model design, SOPs, training, and structured change execution that protects mission continuity.

Performance, Analytics & Oversight

Establish KPIs, quality controls, and executive dashboards that give leadership visibility into throughput, risk, and compliance, enabling effective oversight and continuous improvement.

What Sets Us Apart

- **Delivery realism**
We focus on what makes programs work in day-to-day operations
- **Risk reduction**
Clarity, readiness, and accountability are built in, not added later
- **Integrator-friendly**
We complement large SIs by closing the gap between strategy and execution
- **Mission-aware delivery**
Our trauma-informed experience shapes how we engage sensitive populations and critical programs

Relevant Experience:

DOJ September 11th Victim Compensation Fund (VCF) – Subcontract to Leidos

Policy-Driven Claims Adjudication Using Health-Related Documentation

As a key delivery partner on the VCF transformation, VSTI supports the modernization of a federally mandated adjudication program that relies on medical diagnoses and health-related documentation to determine eligibility and compensation under clearly defined statute and regulation.

Our role spans the full transformation lifecycle, including:

- Translating legal and policy requirements into business processes and system requirements
- Supporting Salesforce-based case and claims management modernization
- Designing operating models and workforce structures aligned to future-state systems
- Establishing performance, quality, and throughput analytics
- Preparing staff and stakeholders for adoption through readiness, training, and change execution

Comparable Outcomes to CMS Programs

- Improved readiness for consistent determinations through standardized business rules, workflows, and operating procedures
- Established audit trails and policy traceability supporting defensible eligibility decisions
- Enhanced visibility for program leadership through performance frameworks and executive dashboards
- Designed operations for sustained execution across multi-year program lifecycles

VCF's use of sensitive health-related documentation, policy-driven eligibility rules, and adjudication workflows presents execution and oversight challenges comparable to those faced by CMS claims and appeals programs.

Additional Relevant Experience

Victim Compensation Fund Operations

Confidential Client (Prime)

- Established and operated a high-visibility compensation program from inception through closeout
- Managed claims workflows, governance, financial controls, reporting, and compliance
- Demonstrated ability to stand up and operate adjudication-based programs with rigor and transparency

Grants & Program Management Modernization

Trout Unlimited (Prime)

- Defined end-to-end grants lifecycle processes and requirements
- Designed governance, reporting, and operating models to improve oversight and accountability
- Experience directly applicable to grant-funded programs, cooperative agreements, and performance reporting

Company Information:

SBA-Certified Woman-Owned Small Business

GSA MAS Schedule: 541611, 541611LIT, 541611W, 54161

NAICS: 541611, 541614, 541618, 519190, 541512, 541612, 541519, 541690, 541990

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