INFOMC HEALTH

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CUSTOMER STORY

Doctors Healthcare Plans

Building a Partnership for Long Term Success



45 DAYS

From Vendor Selection to Full-Function Go-Live

"Through our strategic partnership with InfoMC, we've developed a highly collaborative approach that benefits both organizations. On-going interactions across teams have strengthened incedo's position as a Medicare Advantage Software solution while enabling Doctors HealthCare Plans to operate more efficiently and maintain compliance."

Francisco O. Hernandez, MD
Chief Medical Officer

DOCTORS HEALTHCARE PLANS, INC.

EXECUTIVE SUMMARY

When Doctors HealthCare Plans (DHCP) was preparing to launch a new Medicare Advantage plan in South Florida, the organization needed a technology platform with the flexibility and capabilities to support its vision for a high-touch, customer-centric member experience.

After changing technology vendors late in the implementation process, DHCP selected InfoMC Health's incedo platform (now known as incedo**8**) as its technology infrastructure. Working closely together, the DHCP and InfoMC Health teams implemented the platform with full functionality in just 45 days, enabling DHCP to meet its original go-live date.

What began as an accelerated implementation has since developed into a long-term technology partnership supporting DHCP as the organization continues to grow and evolve.

AN UNEXPECTED COURSE CORRECTION

DHCP had completed a rigorous RFP process and selected a technology vendor in preparation for the launch of its Medicare Advantage plan. Early in the implementation, however, it became clear that the selected solution lacked the depth of health plan capabilities required to deliver on its promises.

In a bold move to ensure regulatory compliance and protect its planned launch, DHCP terminated the contract, returned to the market, and selected InfoMC Health and incedo. With the original go-live date still in place, the two organizations quickly established a collaborative working relationship. Just 45 days later, DHCP launched on schedule with full functionality.

A PLATFORM DESIGNED TO GROW WITH THE PLAN

From the beginning, DHCP needed more than technology that could support its initial launch. It needed a platform that could adapt as its Medicare Advantage business grew and its operational needs evolved.

- Scalability and configurability to support changing requirements
- Automated workflows to improve operational efficiency
- Real-time tracking, reporting, and auditing to support CMS compliance
- Integrated behavioral health and social needs
- Configurable rules and alerts supporting member engagement
- Integrated care management and utilization management

WHERE THEY ARE TODAY

Continued Growth and Success

A long-term technology partnership supporting an evolving Medicare Advantage organization.

27,000+	4.5 Stars	93%	#14	2026 Expansion
Members Served	Medicare Rating	Member Satisfaction*	Fastest-Growing Company**	Central Florida

GROWING WHILE MAINTAINING A FOCUS ON QUALITY

In 2026, Doctors HealthCare Plans reached another significant stage in its growth, expanding into Central Florida and growing to serve more than 27,000 members.

That growth has been accompanied by strong quality and member experience achievements. DHCP earned a 4.5-Star Medicare rating, achieved 93% member satisfaction among its South Florida members, and received the 2025 Press Ganey Pinnacle of Excellence Award.

The organization was also recognized by the South Florida Business Journal as the #14 Fastest-Growing Company in South Florida.

As DHCP continues to grow, incedo provides technology infrastructure supporting their care and utilization management operations and helping its teams manage the operational requirements of a growing Medicare Advantage organization.

2026 MILESTONES

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- More than 27,000 members
- 4.5-Star Medicare rating
- 93% South Florida member satisfaction
- 2025 Press Ganey Pinnacle of Excellence Award
- #14 Fastest-Growing Company in South Florida

A PARTNERSHIP THAT CONTINUES TO EVOLVE

DHCP's growth reflects the organization's continued focus on delivering high-quality care, service, and member experiences. InfoMC Health continues to support DHCP with technology designed to adapt to changing operational requirements, growing populations, and evolving Medicare Advantage needs

The partnership that began with an ambitious 45-day implementation continues today as DHCP enters its next stage of growth.

*Among South Florida members. **South Florida Business Journal, 2025. 2026 milestones as reported by Doctors HealthCare Plans.