

One Enrollment Solution for All Lines of Business

Overview

Edifecs Enrollment Management supports and enforces real-time integration with enrollment channels for all lines of your business, providing end-to-end visibility into the entire enrollment process. This solution provides you with a single platform for managing the channel complexity most payers face today, helping you avoid costly changes to core adjudication systems.

Edifecs Consumer Enrollment scales your ability to manage consumer information from all channels and enroll members with an out of the box gateway and staging studio. This studio is equipped with tools to view, troubleshoot and route error-free transactions from all channels to your core systems and trading partners.

Customized business rules automate the enrollment requirements of each trading partner and benefit program, enabling the business to flexibly adjust to new enrollment guidelines, file formats and trading partner changes. Consumer Enrollment accepts initial enrollment updates in any format—from any source.

In a nutshell, this solution fuels your platform so you can launch new products and consumer experience strategies while you reduce your costs.



Validates early in lifecycle

Validates enrollment updates as early as possible in the enrollment lifecycle.



Automates and streamlines

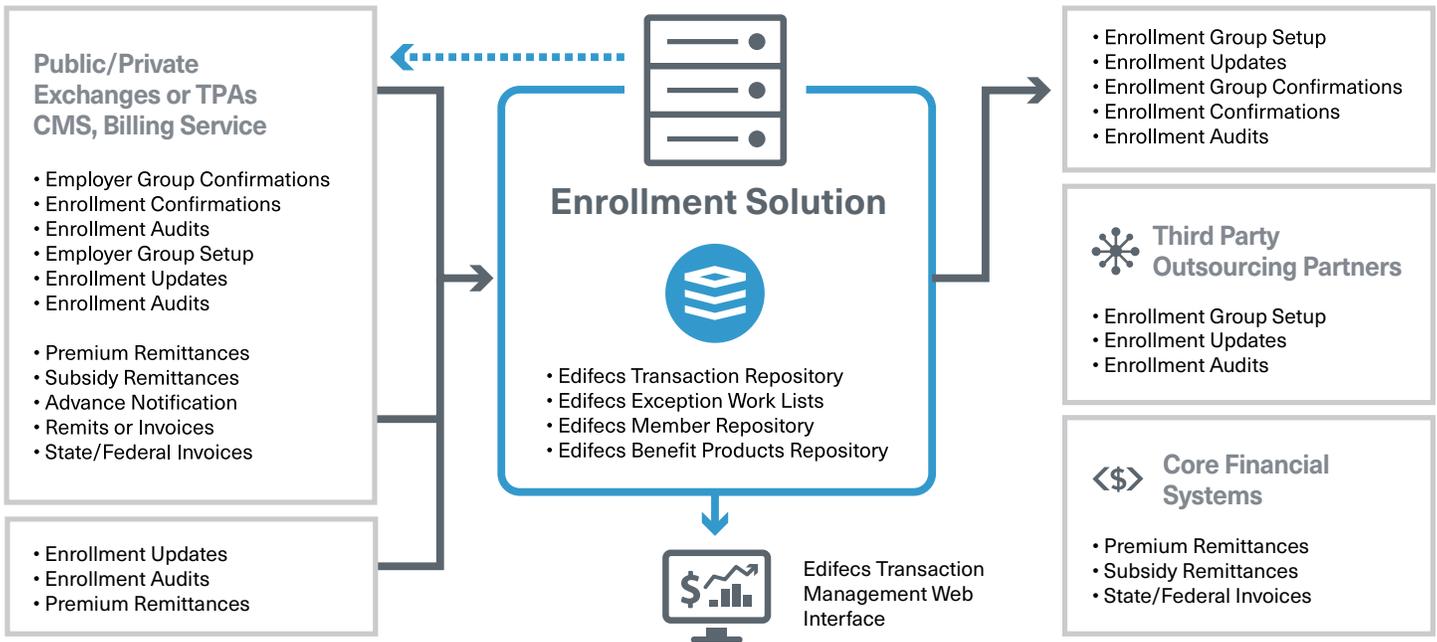
Automates intake of all file formats supporting flexible reconciliation processes. Automates updates to internal and partner enrollment and eligibility systems.



Provides dashboard visibility

Provides visibility to the enrollment lifecycle and automates tracking and resolution of discrepancies through a results-driven dashboard.

Edifecs Consumer Enrollment



Behind the user-friendly interface, Consumer Enrollment enforces business rules and effective dates, eliminating the need to manually verify information in order to achieve best practice, first-pass accuracy rates.

How Consumer Enrollment Solves Your Biggest Issues

- Simplifies onboarding of vendor partners and employers, and streamlines connections to public and private exchanges
- Ensures highly automated, consistent, timely and accurate enrollment data processing
- Eases reconciliation processes with exchanges, brokers and employers
- Supports full-file comparison with core system records
- Offers configurable and flexible data intake formats and processing exception workflows to ensure enrollment accuracy
- Handles continuous enrollment maintenance for more accurate and current payer records
- Promotes first-pass accuracy and success in generating initial enrollments
- Efficiently manages updates to prevent adverse impact on downstream operations, including claims, billing and finance

Consumer Enrollment Technical Capabilities

- Manages and maintains accurate enrollment records between internal systems, employers, third-party entities, government agencies and exchanges
- Streamlines the enrollment of group or individual businesses on and off exchanges
- Provides accurate enrollment updates to vendor partners
- Provides end-to-end enrollment lifecycle visibility including a single member view of current and historic coverage
- Applies rules-driven processing capabilities that can be configured based on source (employer, specific exchange, broker) and/or destination enrollment core system
- Routes exceptions to work lists for enrollment staff to resolve
- Provides a process for quickly identifying and correcting exceptions and discrepancies
- Permits editing business rules to avoid redundant errors after completing root cause analysis
- Accepts initial enrollments and updates in any format from any source
- Reconciles premium payments to maintain member enrollment status

Benefits

Increases operational efficiency and decreases administrative costs

Supporting Features

- Accepts initial and updated enrollment updates in any format from any source
- Routes enrollment exceptions and discrepancies to a work list for remediation
- Provides full enrollment status visibility—including history of coverage—enabling customer service to efficiently resolve enrollment queries
- Reduces support calls and corresponding costs to process enrollment updates and audit/reconcile membership records
- Reduces instances of claims payment for uncovered members and reduces member churn based on claims denials
- Provides robust analytics and reporting capabilities through a self-service web portal

Enhances member and employer satisfaction

- Provides accurate, timely enrollment and faster onboarding of new employer groups and/or individuals
- Efficiently manages and maintains accurate payer enrollment records through enrollment file synchronization with employers, government agencies and other third-party entities
- Empowers enrollment staff to quickly and effectively resolve exceptions by utilizing exception work lists
- Enhances productivity of operational personnel by providing end-to-end visibility into transaction flow

Reduces total cost of ownership and burden on IT staff

- Reduces administrative burden and costs to support member enrollment and customer service
- Fully scalable (horizontally and vertically) to support business growth
- Hosted or on-premise models available to meet each customer's requirements



Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry's premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at edifecs.com.