edifecs

One Enrollment Hub to Manage All Channels
Unleash the Power of an Optimized Enrollment Process

Introduction

With dynamically changing regulations and legislation around coverage, subsidies, and penalties, health plans must optimize their enrollment operations to be able to respond quickly to such changes, and gain a competitive edge over those who are underprepared. Inefficient processes and fragmented sales channels result in slower onboarding and lost revenue. Outdated enrollment systems can cause health plans to lose market share to more streamlined plans with modernized channels. Lack of integration across lines of business leads to increased administrative costs and costly SLA penalties, not to mention the often-unrepairable reputation damage of being difficult to work with.

Health plans that hope to be successful in today's market must focus on top-line revenue growth, channel modernization, and customer/stakeholder satisfaction.

Edifecs Enrollment Management delivers a set of comprehensive, flexible capabilities designed to consolidate enrollment partner operations and processes, enhance automation and drive improved employer group visibility and collaboration. Through our Enrollment Hub approach, health plans can modernize enrollment channels, reduce costs, improve group and member satisfaction and ensure top-line revenue growth.

Why Edifecs?

- Leverage the strength and scalability of the industry's leading EDI platform

- Establish an Enrollment Hub to drive enrollment channel consolidation across all lines of business and enrollment partners

- Secure top-line revenue growth by leveraging a modern enrollment management solution

- Turn enrollment data into actionable intelligence

- Empower enrollment groups and other stakeholders through self-service and transparency

- Reduce manual intervention and processing spend through our automation and reconciliation logic

- Accelerate partner onboarding through format-agnostic, fully-configurable trade relationships
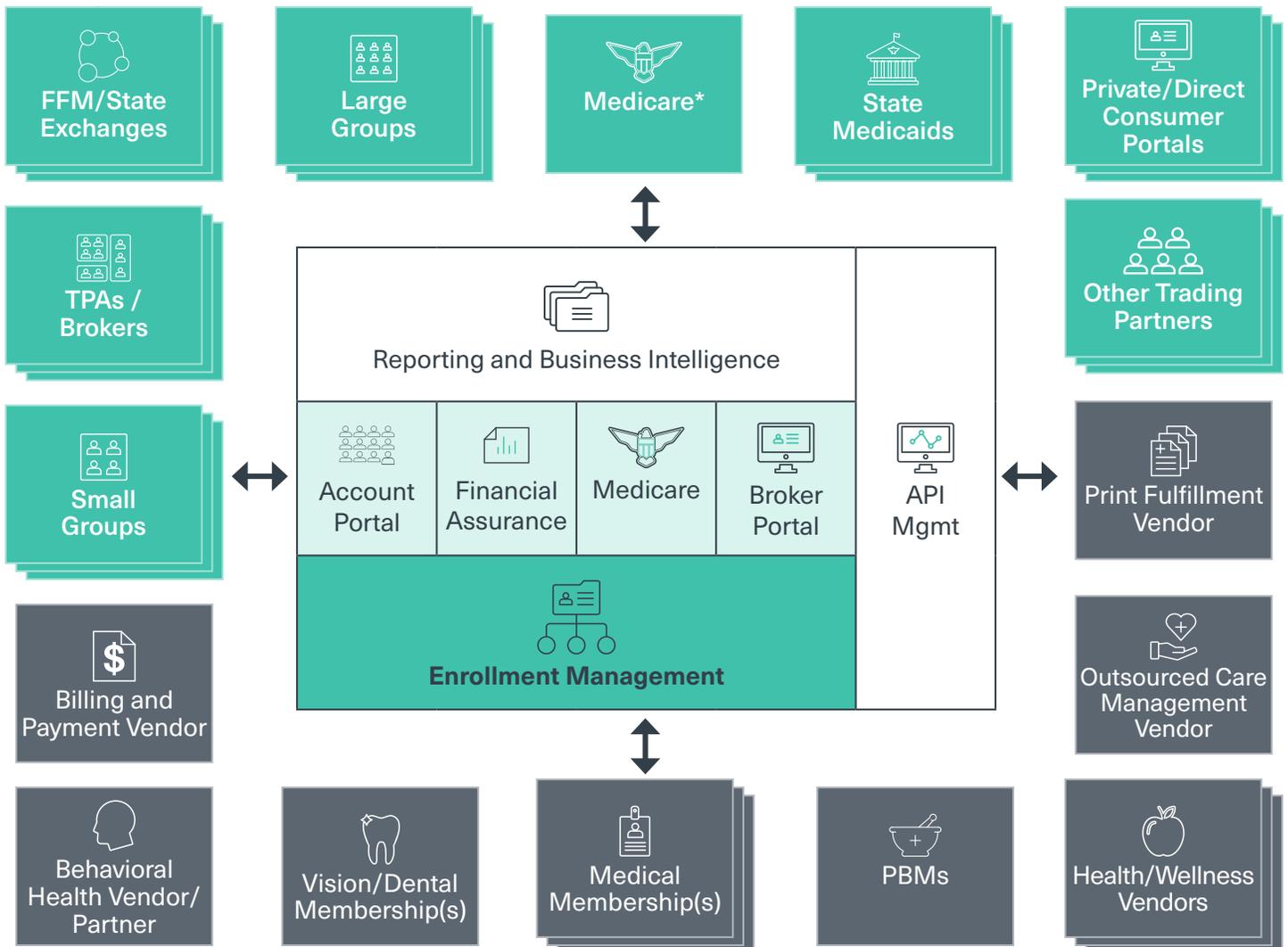
Current Customer Base

Plan Types	LOBs Covered	Installation Type	Membership Size
Blues Commercial Public	Group HIX Medicaid	Hosted On-Premise	155K to 12M+

Solution Summary

Edifecs Enrollment Management provides an innovative enterprise solution designed specifically to address fragmentation across health plan sales channels. Our platform's unique Enrollment Hub approach provides seamless, integrated member enrollment processing across various sales channels and lines of business, regardless of intake format or membership source. Fully-configurable trade relationships enable health plans to accelerate partner onboarding and decrease time to intake. Dashboards and self-service capabilities create enterprise-wide visibility, allowing health plans to improve performance, enhance stakeholder satisfaction, and increase top-line revenue with their enrollment partners.

The Enrollment Hub

At the heart of Edifecs' Enrollment Management solution is the Enrollment Hub, the central "control tower" through which all enrollment operations are directed, performed and coordinated, across all lines of business and partners. By modernizing enrollment channels, health plans can achieve a fully automated and integrated enrollment lifecycle that enables real-time integration with multiple enrollment sources through an automated enrollment intake workflow for individual, group, Medicaid and Medicare (in 2019) enrollment. The Enrollment Hub design enables health plans to leverage existing infrastructure and IT investments (such us upfront shopping portal and back-end membership/claims systems) to improve scalability and revenue growth, reduce member and partner frustration and decrease IT and administrative costs.

Solving Market Challenges

Financial Risk

For many health plans, financial reconciliation is a costly, manual process that ties up resources and introduces human error risk. Factor in a typical health plan's multiple lines of business, each with different data sources and formats, and the financial risks increase exponentially. The **Edifecs Enrollment Management Financial Assurance Add-on Module** helps prevent loss of premium and capitation reimbursement revenue by reconciling financial transactions against individual member enrollment periods. Payers can process payment remittances in any format and reconcile to current and historical enrollment records. The module also includes automated tracking and reporting of overpayments, underpayments, and missing payments.

Group Enrollment

A typical health plan today engages with several enrollment partners and leverages multiple enrollment platforms. Lack of automation and visibility across partners can lead to higher IT and administrative costs, lower efficiency and decreased partner and client satisfaction and retention. The **Edifecs Enrollment Management Account Portal** delivers a fully integrated and collaborative enrollment solution for lifecycle monitoring and workflow optimization. This flexible solution collaboration with external health plan partners, with a dedicated eye towards group enrollment performance, operational efficiency and joint resolution of enrollment errors and discrepancies. The Account Portal works to ensure the retention and satisfaction of both members and enrollment partners.

Medicaid Enrollment

Medicaid plans face many specific challenges like member churn, custom enrollment file formats, non-standardized 834s sent by state Medicaid agencies, and difficulties reconciling member capitation payments against enrolled periods. Edifecs Enrollment Management for Medicaid delivers fully integrated and automated member enrollment lifecycle processing, which enables streamlined corrections, financial reconciliation capabilities, actionable dashboards, and insightful visibility. A key to solving MCO enrollment cost, complexity and revenue growth challenges resides at the beginning of the member enrollment lifecycle. **Edifecs Enrollment Management for Medicaid** provides a comprehensive solution to modernize, streamline and simplify this crucial operational component.

Marketplace ("Exchange") Integration

The insurance Marketplace continues to be a double-edged sword for many health plans. While it offers substantial market opportunity, it also comes with high risks and costs. Health plans that hope to be successful in the Marketplace must reduce operational risk by streamlining and automating their enrollment operations. **Edifecs Enrollment Management for Marketplace**, designed to meet the specific requirements of private, state and federal marketplaces, helps health plans minimize the business and financial risk of Marketplace integration while maximizing revenue through compliance and enrollment reconciliation. Using our Enrollment Hub approach, Edifecs delivers a flexible, comprehensive solution that consolidates enrollment channels into a single process, thereby creating the optimized operations and enterprise-wide visibility necessary for discrepancy reconciliation and payment accuracy.

Solution Benefits

Benefit	Capabilities
Elevate your enrollment operations	• Drive sales channel modernization • Consolidate enrollment across multiple lines of business and partners • Enable real-time integration with multiple partners • Establish automated enrollment intake workflow for all lines of business • Increase visibility into transmission workflows, transaction failures, audit discrepancies and reconciliation failures
Grow top-line revenue	• Process payment remittances in any format and reconcile to current and historical enrollment records • Identify discrepancies in capitation, premium or subsidy payments, including missing payments • Reconcile financial subsidies, premiums, and enrolled member charges • Export and import financial details for offline review and adjustments
Gain visibility and insight	• Monitor scheduled or expected transmissions for assigned accounts • Easily identify assigned account workflow (e.g. rejected fall-out review, audit discrepancies, etc.) • Access and monitor transaction activity at the account or individual member level • Search and view current member coverage details by account • VIP secured account
Empower stakeholders	• Provide trading partners with secure, web-based transmission and transaction visibility • Enable self-service functions such as member/coverage maintenance, corrections, and audit discrepancy reviews
Accelerate partner onboarding	• Configure trade relationships to match any partner specifications • Process various file formats, including FFM pipe-delimited and XML • Easily configure 834 variations for consistent processing
Optimize processes	• Compare and validate inbound delta and full files against the source of truth • Identify and reconcile file discrepancies • Clean and enrich incoming transactions with additional data required for downstream systems or partners to reduce data errors and discrepancies during effectuation
Configure to meet your needs	• Processing configurations based on account, line of business (LOB), or purpose, or target • Exchange LOB configurations including binder payment holds, SHOP employer validations, premium and subsidy payment support • Edits (auto-corrections) and validations • Workflow triggers • Multiple member transactions in same file handling