
Health Plan Enrollment Collaboration

The Key to Optimizing the Enrollment Lifecycle

Introduction

Modernizing enrollment requires addressing legacy technology and fragmented business processes. A key component in moving towards a more optimized approach is the automation and enablement of enhanced visibility into the member enrollment lifecycle. However, this automation and visibility cannot be relegated to just the responsibility of the health plan. These capabilities must cut across silos to incorporate multiple external partners, specifically employer groups and enrollment source partners.

A typical health plan engages with several enrollment partners and leverages multiple enrollment platforms. This situation can lead to increased IT and administrative costs, lower efficiency and impacts overall partner and client satisfaction and retention.

The Edifecs Enrollment Management Account Portal delivers a fully integrated and collaborative enrollment lifecycle monitoring and workflow tool. This flexible solution spans across health plan partners, with a dedicated eye towards group enrollment performance, operational efficiency and collaboration. The Account Portal works to ensure retention and satisfaction of both members and enrollment partners.

Why Edifecs?

- Leverage the depth and strength of the industry's leading EDI platform
- Establish an Enrollment Hub to drive enrollment channel consolidation across multiple lines of business and enrollment partners
- Secure top line revenue growth by leveraging a modern enrollment management solution
- Empower enrollment groups and other stakeholders through self-service and transparency
- Turn enrollment data into actionable intelligence
- Market-tested and validated solution scalability

Key Features and Value

Feature

Visibility and tracking

Empower employer groups with 24/7 visibility to real-time information and access to tools and eliminate need to search through emails to find reports or communications

Value

- Reduce administrative costs
- Enhance client satisfaction

Production file upload and validation

Provide flexibility and speed in accomplishing the initial enrollment of members as well as ongoing means of secured web-browser upload of member updates – all with immediate validation and feedback.

- Higher client satisfaction
- Reduce administrative costs
- Improve top line revenue growth

Maintenance, transaction and creation

Allow employers to be proactive in addressing member challenges – no need to wait for weekly or even end of day processing to enroll members or post updates

- Higher client satisfaction
- Reduce administrative costs
- Improve top line revenue growth

Resolve failures and audit differences

Extend the visibility and automation capabilities of the Edifecs Enrollment Management solution to employer groups. Provide secured access to resolve enrollment update fallouts from front end processing or membership system processes.

- Improve top line revenue growth
- Improve member satisfaction
- Enable a best-in-class partner experience

View subscriber coverages/history

Provide member status and enrollment details and easily view member historical transaction activity

- Increase member satisfaction
- Enhance a best-in-class partner experience



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.