
Group Enrollment Collaboration

The Key to Providing Best in Class Service

Introduction

Strategic health plan scalability includes best in class enrollment service driven by collaboration and enhanced visibility into the enrollment lifecycle. However, this collaboration and visibility cannot be relegated to just one enrollment partner or even a handful...it must cut across silos to incorporate multiple partners, specifically employer groups.

A typical health plan engages with several enrollment partners and leverages multiple enrollment platforms. This situation can lead to increased IT and administrative costs as well as lower efficiency and 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, working across health plan partners and silos. With a dedicated eye turned towards enrollment group program performance and operational efficiency, this solution 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
- Enable enrollment channel consolidation across different lines of business and enrollment partners
- 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

Value

Visibility and tracking

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

- Reduce administrative costs
- Enhance client satisfaction

Production file upload and validation

Provide flexibility and speed in accomplishing the initial enrollment of their 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

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.

- Enhance member satisfaction
- Ensure consistent processing of off-cycle member changes

Resolve failures and audit differences

Extend the visibility and automation capabilities of your Edifecs Enrollment Management solution to your Employer Groups by providing them secured means to immediately resolve enrollment update fallouts from your front-end processing or membership system processes.

- Reduced administrative costs
- 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.