

# Edifecs Enrollment Management Solution Q&A

## 1. What are my options to integrate with membership systems?

Edifecs Enrollment Management has the flexibility to integrate with one or more membership system at your client's site. Many cases, sometimes as a result of acquisitions, your client may have multiple membership systems and our solution has the capability of routing to multiple systems. Our solution also provides flexibility to integrate in batch or real-time assuming the client's membership system has the capability to integrate in real-time. Our solution provides two modes of operation. One is where Edifecs becomes the membership system of record source of truth for all membership data and process the transactions flowing back and forth. The second options is we can interact in real-time with an existing membership system as the source of truth. Overall, our solution flexibility is a key strength and should be touted as a competitive advantage during the sales cycle.

## 2. What is the responsibility matrix for who does what in the integration?

Whether the requested integration is batch or real-time the responsibility during implementation is the same. While Edifecs has existing batch and real-time integrations with many of the membership systems from commercial vendors like Facets, QNXT, Amisys, etc. and national providers like NASCO, each integration is unique. That being said, we can bring our previous integration work and experience to assist the client to help decide what division of responsibilities make the most sense.

## 3. What is the effort involved from the client side?

Edifecs can take on most of the integration effort for clients that don't have large IT resources. Or we can provide implementation guidance for the client that has Enterprise level IT resources and are comfortable delivering to integration specifications we provide during implementation.

## 4. Can Edifecs help in any way to set up the connectivity?

Edifecs can provide reference implementation information to assist the client in determining the most effective connectivity option for batch or real-time. Once selected, Edifecs can assist with providing our standard interface layouts for the client to complete the integration or provide Professional Services to complete the integration for the client after a thorough assessment.

## 5. What are the delivery options to send to downstream systems?

Edifecs Enrollment Management can deliver in either real-time (per transaction) or batch mode (multiple transactions in one file delivered at a particular time). Also, the delivery can be in any format as per the needs of the receiving entity.

## 6. What LOBs do you support?

Today our Edifecs Enrollment Management Solution supports ACA Exchange (HIX) enrollment on a CMS run Federally Facilitated Marketplace (FFM) and/or a State run State-Based Marketplaces (SBM), commercial enrollment for both Small and Large Group and Individual enrollment. Medicare Advantage enrollment is in development and will be generally available in early Q1 2020.

## 7. What is the HUB?

The HUB is an enterprise enrollment strategy for health plans across all lines of business. It consolidates enrollment operations onto a single platform to reduce IT and administrative costs, enable competitive differentiation and drive revenue growth.

## 8. What is your ability to support Q2C?

Quote to Card (Q2C) is a term used to describe an enrollment solution that includes not only the main workflow and connectivity functionality we provide in Enrollment Management but also the front-end consumer shopping experience and the back-end financial services required like billing. Our product management team deems these front-end and back-end processes “commodities” and are reviewing partnerships as a mechanism to provide an end-to-end Q2C solution for the client that requires a pre-integrated solution. By partnering versus building out a total Q2C solution, we provide our client’s the option to select best-of-breed front-end and back-end commodities.

## 9. What files do you support for the ACA Marketplace?

Our solution supports all files required for your client to operate enrollment processes on either a CMS run Federally Facilitated Marketplace (FFM) and/or a State-Based Marketplace (SBM). Edifecs Enrollment Management includes out-of-the-box support for full-handling of several CMS/FFM exchange related formats including:

- Daily maintenance files
- Change in circumstance maintenance
- BAR file passive renewals
- Baseline outbound and baseline response inbound
- Pre-audit files for performing enrollment reconciliation, and PPR (preliminary payment report) for financial reconciliation.
- Monthly 820 files
- Enrollment and financial dispute response files
- Miscellaneous file formats such as Switch files

The Edifecs Enrollment Management team attends weekly CMS call and monitors all updates from CMS. The product team will release regular patches and services packs for these updates.

Edifecs Enrollment Management supports integration with State-Based Marketplaces with state Medicaid connectivity provided through support for Incremental Maintenance or Full File Maintenance (or audit) in any format.



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](http://edifecs.com).