

Mobile Medicare Enrollment

Overview

Member enrollment is the first step in member servicing cycle. A seamless enrollment process will enhance your customer loyalty and boost your brand value. However, this critical business process is often fraught with errors and irregularities due to paper-based applications and high manual intervention. Long processing times, delayed decision making, and operational errors create a frustrating, costly and time consuming experience for both the payer and the enrollee. All of this creates a dire need for Health Plans to optimize the overall process.

Mobile Medicare Enrollment Solution

Built on Newgen's Enterprise Mobility Framework (NEMF), Mobile Medicare Enrollment (MME) enables Health Plans to do away with paper-based transactions and capture member information on-the-go.

By leveraging the solution, Health Plans can efficiently track every step of the process from enrollment, reconciliation to servicing. This app-based framework allows Health Plans to eliminate operational costs associated with printing, scanning, faxing and mailing paper-based documents. Sales agent can transfer member documents and data to the back office for eligibility checks, resulting in 50% reduced turnaround time.

Streamlining & Transforming the Medicare Enrollment Workflow



Features

- ▶ **Prospecting** - Enable sales agents to carry out critical tasks involved in prospecting stage while moving around in the field. Allow them to view assigned leads, search leads, schedule tasks, follow-ups, view pending items, alerts & notifications, etc.
- ▶ **Online & Offline Enrollment** - Process applications in the remotest areas or in offline mode
- ▶ **Scope of Appointment** - Capture SOA as a part of Centers for Medicare and Medicaid Services guidelines. Auto-populate data while enrolling a member
- ▶ **Integration** - Integrate with core claim system to fetch benefit package information, CMS/Marx system. Also, perform real-time eligibility check and USPS for address validation
- ▶ **Comprehensive Reporting** - Generate multiple reports for different stakeholders, offering a snapshot of key performance indicators
- ▶ **Data Discrepancy Management** - Provide accurate enrollment information via instant rule-based field validations and witness reduced enrollment cycles. Apply checks on missing or incorrect data entry during review to minimize enrollment rejection
- ▶ **Document Management** - Leverage dynamic mobile forms for on-the-go capture of enrollees' information and signature. Transfer captured data in a central repository for real-time processing and archiving

Business Benefits

Reduced Operational Costs

Eliminate printing, shipping and other administrative costs by digitizing member records and product information

Enhanced Member Experience

Ensure member satisfaction by reducing enrollment turn-around-times. Drive contextual member interactions with on-the-go information access

Increased Sales Force Productivity

Ensure 'First Time Right' capture and transfer of member data to the back office. Empower sales representatives with real-time availability of reference documents, such as benefits package and presentations

Better Compliance Management

Keep a track of operational deviations, errors and keep data secure. Adhere to SLAs and eliminate CMS enrollment denials. Apply thorough checks to avoid fraud or misrepresentation of available data

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

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