

# INSURANCE PROVIDERS

## Intelligent, Personalized Provider and Member Correspondence Enhances the Customer Experience

*Send your customers easy-to-read enrollment materials, plan correspondence and understandable explanations of benefits, creating a highly personalized and rewarding customer experience at a very reasonable cost.*



### Complex Document Processing

Our expertise and ability to handle some of your most complex statements is what makes the Prima Companies your first choice. And knowing that your private customer data is being handled by a capable HIPAA-compliant provider, with all of the necessary security measures in place, means that your project is safe with us.

### Production of Enrollment Materials

It all begins with member enrollments. Start your customer relationship on the right track by sending a personalized, attractive and easy to understand enrollment kit. We can include personalized member ID cards (using our card and label technology) attached to a personalized cover letter. Enrollment materials can be packets, bound coiled or stapled stitch books. We consolidate the personalized materials specific to the Plan, right down to the member level. Personalized covers, followed by comprehensive and personalized Plan outlines and benefits will show your customers you care and will reduce customer service costs. HIPAA requirements are strictly followed, protecting the individual's information. And to reduce your inventory costs, we keep an electronic library of your Plan specifics and riders so that they can be printed on demand, or easily changed when necessary.

### Explanation of Benefits

Customers can receive a unique, personal document detailing services, how claims were applied, deductibles, etc. The backside can be dedicated to explanation of benefits, charts or other customer service information. We can handle all provider-member correspondence, including **Remittance and Advices, Notices and Notification**, and any other member correspondence you require.

### Provider Correspondence and Remittance Processing

Not only do your checks get printed and processed accurately, we'll provide you with reports that prove it! Following each run, we provide a report which shows that the check was produced and inserted accurately, and sent to the correct recipient. Perfect for service detail and corresponding payments, or any type of Plan change detail or member services correspondence.

### End-to-End Services

You can supply us with your pre-made checks and statements, or we can produce them here in pre-printed, continuous or cut sheet forms. No other supplier can handle your statement processing from a roll of paper all the way to the mailbox!

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**Tap into our deep expertise in data, security and programming to produce accurate and personal documents.**

## **Set-up and Database Management**

Your project is in capable hands. We have the technical know-how, flexibility and software - along with decades of experience- to handle even the most complex projects. Our in-house programming and development staff has worked with every file type imaginable, and has state-of-the-art software to quickly and accurately get your program up and running.

## **Applied Intelligence**

We'll design the template, taking into account the variable types of documents required, personal notices (if any) that will be included. First, we establish the specific indicators that generate a unique, personal document. Applying this intelligence, our equipment will process a run that can handle varying lengths of documents (2-8 pages, for instance) various types of documents, a variety of inserts and, finally, will stuff the envelope while applying the correct postage required to mail each letter.

## **Updates and Changes**

We understand that Benefits Plans will change over time. When this happens, it requires modifications to data files and an ability to quickly re-design the program file and the forms. Our development team will work with your IT staff to make these types of transitions smooth and accurate. Take advantage of our deep technical expertise and our ability to dialog with your in-house IT professionals keeps everyone in the loop and your project moving forward.

## **Security**

When you handle as much data as we do, security is not an option, it's a requirement. With our SAS-70 and HIPAA compliance, you can be assured that we have every security measure in place to protect you and your customer's information. Personal, financial and healthcare information require these high levels of security- so choose a provider who offers them.

## **Intelligent, Custom Insertions**

Turn your statements and claims into marketing documents by including timely and relevant offers. We'll print the insertions for you or accept pre-printed insertions, then apply intelligence so that each customer receives a relevant, timely message or offer with their statement.

## **Mail Intelligently**

Data cleansing, postal qualify and pre-sort all help you save postal costs. Count on us to apply the *maximum postal automation discounts* to save you money!

