

HEALTH INSURANCE EXCHANGE

Preparedness Assessment

We designed this assessment to help organizations like yours perform an analysis of the end-to-end business processes and underlying technology systems you use to serve the public exchange market. Answer the questions below and take the first step toward developing a strategy that will uncover risk areas in your current process and systems.



We've helped national carriers formulate and execute plans to improve operational effectiveness, enhance member experience and increase profitability of their public exchanges business.

If you answer 'no' to any of the following questions, you may have uncovered a key operational failure point, and your public exchange program could be at risk.

1

End to End Enrollment File and Renewal Processing

Were you able to enroll your members quickly and correctly to ensure timely access to care? Were you able to process and account for all varieties of active and passive re-enrollments during open enrollment?

2

Special File Handling

Were you able to effectively manage both standard and ad-hoc file types from state and federal exchanges? Can your current processes manage both state and federal data reconciliation requirements?

3

System Capacity

Were your IT systems able to support all processing with acceptable performance? Will they scale and maintain performance levels to support membership growth in 2017?

4

Billing Process Management

The public exchange markets pose unique billing challenges resulting from various government subsidies and demographics that differ from those in private markets.

Can your billing systems and processes support the complexities of delinquency management and frequent plan changes required to service this group?

5

Downstream Functions

Are your systems and data flow fully integrated, end to end? Is your eligibility information synchronized across all relevant systems? Do your claims processing and Rx capabilities consistently and accurately support various grace period scenarios?

6

Member Experience

Are your member complaints including HICS and DOI cases at healthy levels? Are you able to quickly identify and address the root cause of issues that affect member experience?

7

Reporting and Dashboards

Do you have a holistic view of end-to-end operational and technology performance? Do you have reliable monitoring and controls in place around key processes?

8

Operating Model

Is your operating model aligned to the changing insurance exchange landscape? Are you utilizing the right mix of internal and external resources and assets to effectively manage your business?

TREXIN'S PUBLIC EXCHANGE ASSESSMENT PROGRAM



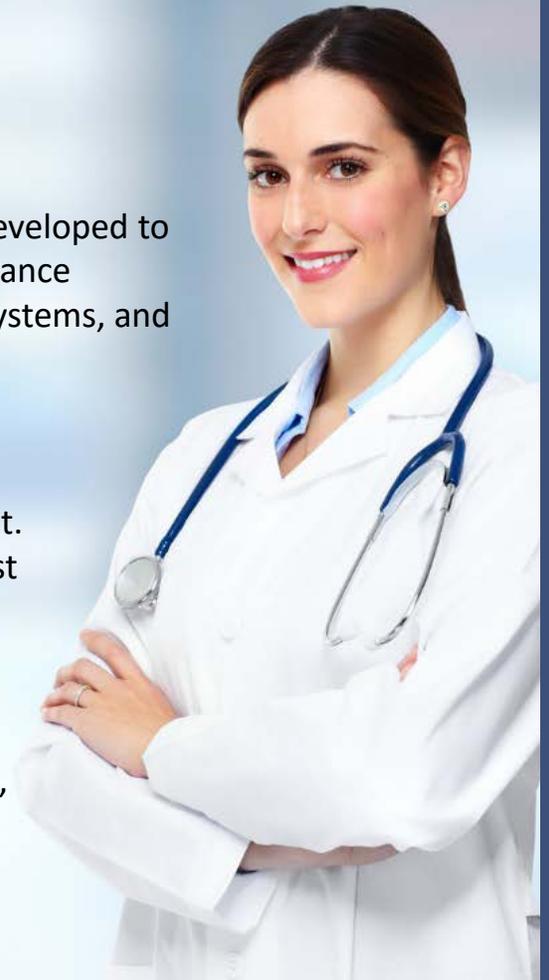
Trexin offers a Public Exchange Assessment Program developed to provide a deep understanding of a payer's health insurance exchange business processes, underlying technology systems, and operational performance against industry standards.



This program is a three-phase gap analysis that links business objectives, strategies, and success factors to specific, actionable recommendations for improvement. These recommendations are also supported by a robust business-case and quantified cost-benefit analysis.



We perform an in-depth review of processes across your enrollment, billing, claims processing, and financial functions. We highlight any key failure points, as well as risk areas and peak system performance levels and give you a complete, end-to-end view of your exchange systems and processes.



Are you ready for Open Enrollment season?

Call Trexin today to learn more about our Public Exchange Assessment Program.



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