

The Payoff

- Eliminate paper forms
- Streamline data capture
- Reduce fraud
- Process enrollments faster

Speed the Medicare enrollment process while improving accuracy and security

The OnBase Mobile Medicare Enrollment solution enables a streamlined enrollment process, mitigating common risks including fraud, lost documents, missing information and compliance concerns. Mobile Medicare Enrollment removes paper forms from the enrollment process, letting sales representatives leverage the portability of a tablet device. Representatives capture prospective enrollee information electronically and upload it for processing – minimizing time required to enroll a new member, and maximizing the number and quality of applications submitted.

Make paperwork manageable and boost enrollment

Paper-based enrollment processes require sales representatives to capture large amounts of repetitive customer information by hand. With Mobile Medicare Enrollment, electronic versions of the forms they need are right at their fingertips, even when they're offline. When capturing data on a tablet device, electronic signature and auto fill functionality save enrollees from having to fill out redundant information on multiple forms. By reducing the potential for missing data and speeding the paperwork process, sales representatives enroll more customers and capture better quality information.

Completed forms are uploaded and routed through an automated workflow that prompts the appropriate users to review and resolve questions. With Mobile Medicare Enrollment, the process takes hours rather than weeks.



Set business rules to combat fraud

Mobile Medicare Enrollment automatically tracks misrepresented information to remove opportunity for fraud – a common challenge during open enrollment. Business rules identify potentially fraudulent information and route applications for review and validation. With transparent workflow, managers ensure complete information and gain insight into any questions that may arise while applications move through processing.

Maintain compliance with complete information capture

Mobile Medicare Enrollment reduces the risk of human error, while respecting form requirements. Smart forms mitigate inaccurate data at the point of enrollment by letting insurers define and set rules for capturing necessary customer information. Through greater visibility into the progress and accuracy of applications, managers validate documentation before it is electronically submitted to the Centers for Medicare and Medicaid Services (CMS). Enrollment activity and history are stored in a secure, central database for easy access when auditors come calling.

Provide answers for a quality customer experience

Taking the guess work out of paperwork empowers sales representatives to simplify data capture and provide better quality customer service. Mobile Medicare Enrollment identifies missing information based on business rules, providing prompts to help representative complete forms correctly the first time. Tablet devices hold nearly unlimited reference documents – such as FAQs and presentations – to engage and inform customers and help to ease the stress of the enrollment process.

To learn more about how OnBase Mobile Medicare Enrollment can help you increase accuracy, ensure compliance and streamline enrollment, visit Hyland.com/HealthInsurance.