![Carelon Global Solutions logo]

# Optimizing enrollment for improved business and clinical outcomes

Carelon Global Solutions (CGS)' mix of technology and human expertise optimizes enrollment and billing while minimizing risk for health insurers. We work with client teams in various strategic projects to reduce hand-offs and improve the end-to-end process life cycle. This enables us to deliver new and sustainable automations through robotic process automation (RPA) and Visual Basic for Applications (VBA) macros, resulting in massive savings.

The team comprises 820+ experienced associates, including 800+ in enrollment and 20+ in billing.

## Our enrollment team

Responsible for end-to-end account and health plan  membership enrollments for national, large and small groups, and individuals

## Our billing team

Responsible for end-to-end resolution of billing errors, manual posting of unprocessed cash, and reconciliation of payments and invoices

Our team has expertise in handling end-to-end enrollment processes (new enrollments, renewals, maintenance, terms, and plan transfers) for a wide category of customers (individual, employer groups, and government).

# Expertise

- Case and group installation, renewals, plan changes, maintenance
- Member enrollments: plan transfers, renewals, maintenance
- Electronic eligibility transfer: testing and production file management
- Secure, automated billing and revenue collection
- Billing and reconciliation of reimbursements

# Impact

**3M** enrollments per year

**4M** members billed per year

**30%** labor cost savings (offshore-to-offshore)

**15%** improvement in cycle times

**100%** medication therapy management (MTM) accuracy

**10%** reduction in year-to-date hand-off

# Success story

**Email indexing automation**

A U.S. health insurer received enrollment-related emails through a shared mailbox, and these emails needed to be manually indexed and uploaded to the company's inventory system. CGS developed a robotic solution that worked 24 hours a day, five days a week to automatically index 85% of secure and non-secure emails. The files were then uploaded to the company's work queues for further processing.

# Results

Saving **21,340** hours per year

**24** hour reduction in turnaround time

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