miramar

miramar:enroll   miramar:bill   miramar:resolve   miramar:capture   miramar:fulfill   miramar:connect

TECH + SERVICE SOLUTION FOR
MEDICARE MEMBER MANAGEMENT

convey

miramar

ADVANCED PLAN ADMINISTRATION FOR MA/MAPD, PDP, & EGWP

OPERATE MORE EFFICIENTLY:

- Eliminate the need to use multiple systems
- Consolidate steps and simplify functions
- Workflows configured for your organization
- Optimize call times
- Integrate Miramar platform via APIs

ENSURE THE HIGHEST STANDARDS FOR COMPLIANCE:

- Adhere to plan and CMS regulations and timeframes
- Automate exhibit triggers to ensure compliant fulfillment
- Reconcile data at rates that exceed nearly all traditional software vendors
- Present progress indicators for users to:
  - Easily understand where they are in all processes
  - Communicate, fluently, to the Medicare enrollee

PURPOSE-BUILT, MODULAR TECHNOLOGY & SERVICE SOLUTION DESIGNED TO ELEVATE YOUR OPERATIONS

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> SaaS, BPaaS, and modular offerings to provide the best fit for your organization

> Business process redesign services available to optimize Miramar for your organization

PROCESSES ~2-4X FASTER THAN OUR COMPETITORS

The technology and services you use to manage your health plan membership shouldn't be complicated.

ISSUES

A typical member experience:
Member contacts the health plan to notify them that they are moving. The address change results in the member being disenrolled from their current plan.

- CSR is unable to determine if other plan options are available to the member in real-time
- CSR records note on action and must research offline to determine plan options
- CSR must recontact the member to advise them of options and then attempt re-enrollment

MIRAMAR SOLUTION

An automated, streamlined process:
The new member address produces immediate notifications in real-time, of:

- ALL plan options for the member
- Appropriate scripts to discuss re-enrollment

Resulting in:

- An engaged member
- Faster, streamlined, and more compliant processes and reporting
- Nearly 50% improvement in service time

You invest to win the members, why not administer them properly and improve member adhesion?