

# Ever feel like someone's talking about you?

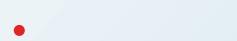
Yeah, that's us.

We're always talking about new ways to use the mountain of data flowing through the healthcare system to bring **health plans, members** and **providers** closer **together**.

Ways to build clearer, more effective member and provider **communications**.

Ways to make delivering healthcare communications more **cost effective**.

And ways to **innovate** and **challenge** the healthcare communications status quo.



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### **End-to-End Healthcare Communications**

Innovate. Integrate. Communicate.



#### **Enrollment**

- Improved organization of ID card content
- Flexibility of plan content with on-demand composition
- Printed and electronic delivery option based on plan or member preference



#### **Claims**

- Move from transactional to episodic claims communication
- Consolidate content to eliminate unnecessary or redundant information
- Integrate care management messaging to help drive better outcomes



#### **Care Management**

- Relevant, health status-based benefit, health & program communications
- Increased member engagement in medical management programs
- Consolidation with other communications lowers cost of member communications



## **Marketing**

- Individual marketing programs to plan members
- Tailored messaging to providers based on specialty and network status
- Consolidated and timely communications to save costs and increase efficacy



#### **Payments**

- Consultation on best practices based on payer type and markets served
- Customized payment networks to address payer financial and operational goals
- Quarterly benchmarking on best practices

## What's next? We're glad you asked.

It's time to bring meaning and purpose to healthcare communications. Traditional, transactional member communications are confusing for patients and costly for payers. We create **Episodic Member Communications**, aggregating all health plan communications into a single touchpoint that's easier to understand and less expensive to send.