

A Major National Insurer Saves Money and Boosts Efficiencies by Outsourcing ID Card Program to Metavante

HIGHLIGHTS

Industry Overview:

Insurers are continuously searching for ways to improve efficiencies and drive costs down. The integration of Metavante's outsourced technology, allow insurance companies to drive greater efficiency, lower costs, and focus on their core business.

Business Objectives:

To streamline ID Card products and business processes for card issuance across entire book of business while utilizing flexible technology to accommodate variances in card-branding requirements.

Metavante Solution:

Metavante provides user-friendly and cost-efficient solutions for managing ID card issuance, so health plans can focus on their core business. From ID card fulfillment processing to Web-based card and card-carrier process tools, Metavante ID card solutions increase efficiency, decrease card issuance errors, and better utilize valuable resources.

Benefits Achieved:

- Faster production and delivery of ID cards to members
- Move to a single-source database housed at the vendor (eliminates creating design twice with previous vendors) – eliminates IT involvement by National Health Plan
- On-Line access to create designs, review, and approve prior to production
- Pre-and Post-Production view of cards and carriers
- Reporting capabilities ensuring dates provided to clients are credible

OVERVIEW/BUSINESS NEED

A National Health Plan with multiple locations, business units, and data inputs sought to streamline the ID Card issuance process and consolidate the vast differences in design methods, look, and branding of its ID Card products.

This plan sought a solution fit that would utilize the latest technology allowing them the ability to remotely manage the ID card process from setup through reporting on production status, easily accessible for all units.

SOLUTION/EXECUTION

Metavante provided technical expertise to develop a custom designed, complete outsourcing solution including ID Card creation and design, production, and custom reporting.

The design of this solution took into account the custom needs of the vast amount of ID Card types, but gave users a flexible tool to create fronts, backs, and custom logo placements by drawing from a consolidated template system and importing database content for claims addresses, phone numbers, verbiage, and logos.

Once card types were created, a simple interface to view test or live data is viewable on line, giving the QA teams the ability to see a real system-generated card package, prior to production. Once approved, all card packages are also archived to be easily called up on demand as needed.



CORPORATION NAME HERE (ARIAL 11PT BOLD)

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Production capacity was easily planned and handled by Metavante through the use of multiple production facilities. When large volume spikes were forecasted, Metavante electronically routes/splits the client data to multiple production sites to ensure timeliness of service level agreements are met, all while synchronizing the status reports for each job viewed online to complete the loop in reporting ID card issuance to clients.

HARD SAVINGS

Using Metavante for Card Issuing needs has allowed insurers to realize cost savings of up-to nearly \$500,000 from:

- Elimination of Graphic Requests, Digital Proofs, and Additional Programming Charges
- Customer service access to ID Card online application
- Elimination of physical test cards to review
- Elimination of manual pulls and special handling

SOFT SAVINGS

Partnering with Metavante allows insurers to benefit from the:

- Reduction of 2-4 days on ID Card images/product setup
- Reduction of Customer Service production hours by over 600+ annually
- Increase of Internal and External customer satisfaction
- Lower ID Card Issuance “process” cost
- IT Resources
- Performance Guarantees
- Customer Service

- Travel Expenses

POSITIONED FOR THE FUTURE

A major factor weighing on the future partnership was the ability of Metavante to adapt to the growing future needs of the Health Plan with respect to support of Strategic ID Card/Payment Card initiatives.

Over the past several years, Metavante has been in the forefront of ID Card products and services supporting the growth of Consumer-Driven Healthcare. This includes the ability to support all-in-one cards that combine benefit and payment information onto the card to allow Eligibility Verification and Payment of Services at point of care.

Metavante offers a comprehensive, integrated benefit account solutions platform, which facilitates a bridge between the health plan and the consumer's financial health benefit account. Metavante also delivers a broad range of eligibility and claims payment distribution solutions by leveraging our world-class card and payment platforms.

CONTACT METAVANTE

For more information about how Metavante's ID Card Solutions can help you save money and increase efficiencies, please call 1-800-822-6758 or visit metavante.com

