



Built Specifically for the MA-PD Market

Our expertise has allowed us to develop a comprehensive suite of administration tools that provide clients with an end-to-end solution.



Enrollment / Eligibility

- Support electronic and on-screen entry of apps
- Perform BEQ/RFI checks
- Rule-based Daily TRR Files processing & Reporting
- BEQ Reports
- Error Reports
- Involuntary Disenrollment Report
- Track audit of changes
- Track 4rx changes
- Track statuses
- Tracks Plan/PBP changes

Authorized Representatives

- Capture Authorized Rep data
- Enforce authorized rep rules

Customer Service

- Track Inbound/Outbound calls
- Capture comments and Action Items from calls
- Report on call frequency, call trends and other items
- Capture history of call logs

Broker/Sales Commissions

- Track Broker Sales
- Apply CMS Initial and Renewal Sales Rules
- Enforce CMS Rapid Disenrollment chargebacks
- Reconcile with Broker Compensation Report
- Apply Retroactive Enrolls & Disenrolls
- PM/PM reconciliation

Demographics Tracking

- Tracks Changes to Demographics fields
- Allow date-based changes

Member Communications

- Manual and automated correspondence generation
- Multi-Language Support
- Letter Files
 - RFI
 - ID Cards
 - TRR
 - Event-based letter generation
 - LEP
 - COB Survey

Roles & Accessibility

- Only show items that pertain to User role
- Enforce read-only vs Full functionality based on roles

PCP Tracking & Capitation

- Track PCP Choices and enforce 1st of Month Rule
- Calculate Capitation for Risk-bearing entities

Late Enrollment Penalty (LEP)

- LEP Administration
- LEP Reporting

OEV & OOA Workflows

- Track OEV items
- Manage OOA cases

Compliance and Audit

- Track Compliance measures
- Use Workflow Queues to kick out items that don't conform
- Real-time compliance monitoring

COB Administration

- Other Health Insurance (OHI) file to support COB
- MARx COB Processing and Reporting
- ECRS Submissions

Accounting Materials

- Place pertinent items to work queues
- Manage Workflow assignments
- Track queue items life-cycle

METS Features

- Built specifically for the MA-PD market
- Designed and built by industry-leading experts proficient in processing, auditing, consulting and client installations.
- Flexible Technology
 - Rules based enabling CMS compliancy
 - Client configurable, facilitating special needs
 - Reliable standard CMS file feeds and client feeds
 - Scalable, ensuring capacity to grow
 - Audit and controls hard-wired into the system
- BPO interfaces
 - Secured / scalable internet access for online enrollment management
 - Mail file creation and tracking
 - Operational reporting, including dashboards built into the system