



CASE STUDY

Transitioning New Clients



CHALLENGE

When HealthNow Administrative Services (HNAS) brings a new client on board, we strive for a smooth transition and meeting or exceeding the client's expectations for open communication and delivery of services.

GOALS

- Create seamless implementation for the client and new members
- Deliver ID cards accurately, prior to the group's effective date
- Enable the customer service call center on or before the effective date
- Enter plan benefits into the HNAS system and review prior to the first claim
- Process claims with payment accuracy results

SOLUTION

Through a number of checks and balances, the HNAS Implementation team ensures complete accuracy and satisfaction for new groups throughout the process.

OUTCOME

New group implementation was nearly flawless during the first two quarters of the year:

- 100% of ID cards delivered accurately, prior to the group's effective date
- 100% of customer service call centers functional on or before the effective date
- 100% of plan benefits entered into our system and reviewed prior to receipt of the first claim
- 99% of claims processed with payment accuracy results

TESTIMONIAL

"You do a very good job with these implementation calls. I wanted to let you know that you and your team have been doing a wonderful job — the group is very pleased and so are we. Thanks for all of your hard work and attention to detail. It is a pleasure to work with you all. On a separate note, I spent seven years with a local TPA here in Fresno and your entire implementation team/process is impressive."

