



## 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 2016:

- 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."*

