



CASE STUDY

Streamline Processes and Centralize Data for Efficient, Cost-Saving Results

Executive Summary

A leading health insurer in the Northeast with 2.5 million members was operating on multiple manual systems with disparate data sources. As a result, data was inaccurate affecting both plan details and documents. The plan partnered with HighRoads and achieved immediate results by establishing a single source of truth for its product data.

Navigating Process Challenges

Plan designs and attributes were stored in Microsoft (MS) Excel, Word, and Access-based formats on shared drives across the enterprise without a centralized source of truth. The data was not easily accessible to all stakeholders and it was difficult to incorporate updates and nearly impossible to ensure that all resources were using accurate, current plan data. The process to create documents and populate templates for third-party systems, such as qualified health plans (QHPs) for the public marketplace was completely manual. These operational inefficiencies led to data integrity issues.

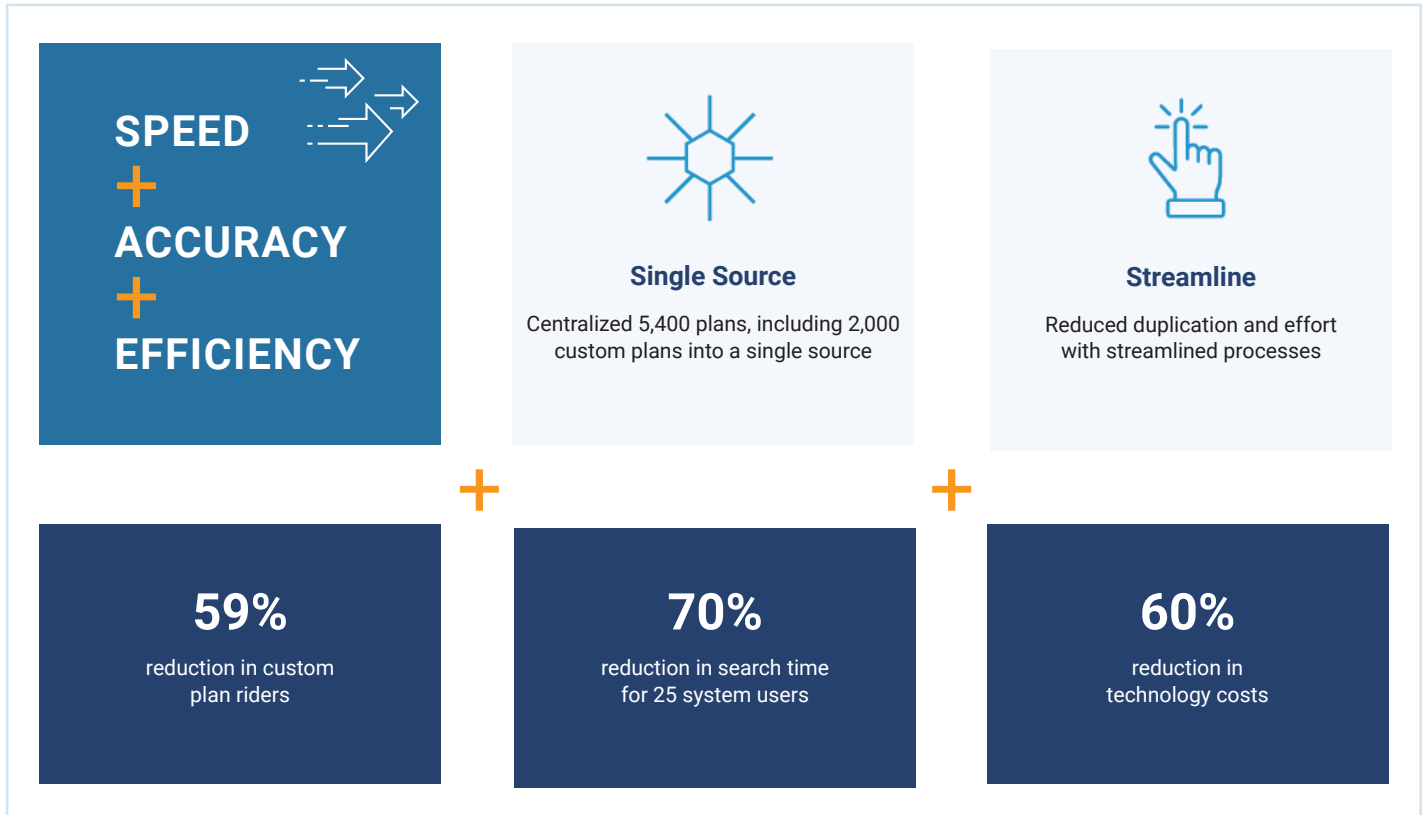
Delivering Efficient Solutions

The payer turned to HighRoads to establish a digital source of truth for the upcoming plan year and achieved immediate benefits. Data was centralized, codified and accessed through single sign-on (SSO), establishing a foundation for consistent and accurate data flow throughout all processes.

- Same data used for multiple outputs (QHP templates, SBCs, pharmacy riders, etc....)
- Streamlined compliance and reduced risk
- Greater accuracy by replacing manual tasks with automation

Making an Impact

By implementing a single source of truth and simplifying processes, the payer achieved immediate results.



HEARD FROM OUR CLIENT

"Before HighRoads, it took us weeks and months to produce documents and get them right. Now we make one edit to a template and that edit automatically cascades down to hundreds of documents."

— Senior Manager, Product Administration