

Healthcare Plan Provider Automates Enrollment using InStream Solution Process to Achieve Compliance and Reduced Costs.

Located in Nashville, HealthSpring is one of the largest Medicare Advantage coordinated care plans offering extensive, affordable healthcare coverage for people on Medicare. HealthSpring currently owns and operates Medicare Advantage plans in Alabama, Florida, Georgia, Illinois, Mississippi, Tennessee and Texas. They also offer a national stand-alone Medicare prescription drug plan.

Medicare Advantage plans are offered through Medicare-approved private companies like HealthSpring which manages their members Medicare benefits. They provide coordination of the members' care through relationships with a network of doctors and hospitals.

The Problem

HealthSpring was faced with the challenge of managing large volumes of membership enrollment forms during their peak periods. These forms were typically either mailed or physically delivered which caused delays in the review and approval process. HealthSpring is required to follow strict regulations on turnaround time requirements associated with these forms. Other delays and inefficiencies were caused by the routing, retrieving and overall management of this paper intensive process. They knew that there had to be a more cost effective way of managing this process.



The Solution

HealthSpring turned to InStream to provide a FileBound On-Demand solution with integrated workflow to solve their enrollment forms processing challenges. InStream showed value by automating the way forms are entered into the system by automatically importing all faxed forms right into the system. Once securely stored in the system, the workflow system managed the routing, approval, and process controls needed to meet the compliance time lines. Forms stored in the system are now instantly available to users who have rights to them to efficiently service member's requests.

InStream Results

Today HealthSpring has a solution for processing enrollment forms that can scale to meet their needs during periods of volume variability. InStream also has relieved the challenges of regulatory compliance, has reduced operational costs, and provides instant access to information resulting in improved member service.

Industry

- Healthcare

Application

- Enrollment Forms Processing

The Problem

- Cost
- Turnaround Times
- Compliance
- Member Service Levels

The Solution

- InStream Document Management Solution with FileBound Workflow

The Benefit

- Reduced Costs
- Organizational Scalability
- Improved Services
- Increased Controls