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5 Must Have Features

in an ANOC/EOC Solution

There are so many products and solutions to choose from when it comes to your mandated member communications and cutting through the clutter can be a challenge. These tips can help you identify the features of a solution that will ensure your success.

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1

Medicare Communication Experts

A constant in Medicare Communications is change. It is important when looking at ANOC/EOC solutions to find a partner who's technology is complimented by their on-staff health insurance experts. Find a partner who has internal experts that analyze, document, consult and explain model changes as well as plan documents. These experts should be an extension of your team — understanding the industry, your plans and regulations thus leaving your internal teams time to focus on engaging your members. This also reduces over-reliance on key personnel.

2

Content Repository

Creating a content repository eliminates the need to start over every year. The content repository should include regulatory agency model documents, plan designs and benefits as well as your business rules. Automation technology can then pull these content repositories together and create and output your documents. This also allows you to make updates anytime throughout the year. More importantly, having a repository removes the need to engage internal IT resources to make model document changes, especially with any last minute CMS memo changes.

3

Automated Technology

A state-of-the-art automated solution for ANOC/EOCs should be able to automate the composition of your documents by utilizing text and data from your content repository along with complex, data-driven templates to output complete, compliant documents. This automation reduces the risk of errors and provides the ability to generate accurate documents weeks sooner than legacy manual systems.

4

Integrated 508 Compliance

Choosing a solution that has 508 compliance built into the workflow gives you a single source solution without having to send through yet another process possibly jeopardizing your time to market. In a robust ANOC/EOC solution, documents that are output from the system should be fully compliant with Section 508 and 1557.

5

Reporting

Technology with robust reporting can generate reports that identify what has changed from previous versions of your documents thus limiting the content that needs to be proofread to what was actually changed. It also provides the confirmation there were no “unintended changes” made.