



TOPPAN TOPPAN MERRILL

TOPPAN MERRILL CONNECT™ (“CONNECT”)

Health insurance plan partners with Toppan Merrill to streamline creation of Medicare Advantage ANOC and EOC documents.

Challenge

Each year, health insurance plans struggle to produce their CMS-required Annual Notice of Change (ANOC) and Evidence of Coverage (EOC) documents efficiently, accurately and in a timely fashion. Failure to meet compliance dates or follow strict regulated guidelines can impact insurer ratings or result in fines.

“We are delighted by the ease of the ANOC/EOC creation process this year, which resulted in significant savings and allowed staff to focus on strategic planning rather than repeated review cycle. We are looking forward to even more efficiencies by partnering with Toppan Merrill this year.”

—Director of Marketing, The Plan

Solution

For their ANOC and EOC documents, a major health insurance plan (The Plan) partnered with Toppan Merrill to overcome these challenges. The solution was Toppan Merrill Connect Dynamic Publishing for ANOC and EOC: an innovative solution that combines CMS model language with web-based plan data management to generate real time ANOC and EOC documents. This ground-breaking solution, allows health plans to modify their required member documents quickly to adapt to yearly plan changes and changes in CMS marketing and model guidelines. Health insurance plans that utilize Toppan Merrill Connect Dynamic Publishing realize the following benefits:

- Earlier delivery of initial ANOC and EOC proofs
- Reduced number of review cycles
- Plan-specific document customization
- Reliable, accurate management of multiple versions
- Mitigated accuracy and delivery risks

Results

Utilizing Toppan Merrill Connect Dynamic Publishing in partnership with Toppan Merrill, The Plan created its ANOC and EOC documents with the highest level of accuracy and cost-effectiveness in both process and output. The efficiencies of the process allowed The Plan to begin its review cycle a full month earlier than in prior years.

According to The Plan's Director of Marketing, Toppan Merrill Connect Dynamic Publishing delivered numerous benefits:

- **Reduced review cycles.** With Dynamic Publishing, The Plan was able to cut review cycles in half, reducing cycles from six to three. They have a goal to further reduce to two cycles in Year Two.
- **Significant cost savings.** Due to the reduction in reviewers and review cycles, The Plan realized cost savings of over \$1 million and anticipates additional savings in Year Two.
- **Complete confidence.** As a result of the improved processes and accelerated time to market, The Plan had confidence that its documents were compliant and error-free.

Toppan Merrill Corporation secures solutions at every phase, so you can secure ongoing impact and growth.