

Eligibility & Exchange Services

Many people. Many options.

No wrong door.

We help you, so you can help more people.

Managing the ever-increasing number of people seeking healthcare coverage, including those requiring coverage from Medicaid, CHIP and other publicly subsidized healthcare options, is about more than just identifying and serving the eligible and enrolled. It's about serving the broadest base of your uninsured population. It's about accountability for providing innovative solutions. And it's about having the flexibility to do more with less.

At Xerox, we do it every day. Whether you're a state agency or a healthcare vendor, our full suite of eligibility and Health Insurance Exchange (HIX) services can help you increase your programs' effectiveness, address state/regional needs, meet federal requirements, minimize the uninsured population, improve customer service and increase efficiency. All by simply addressing three critical areas – outreach, enrollment and integration.

Our Eligibility & Exchange Services help you educate and inform your population about healthcare availability and the positive behaviors that result in improved health outcomes and reduced healthcare costs. We promote awareness of healthcare availability, assist people in understanding their options and provide them the tools to enroll in the health plan of their choice. We integrate new and existing technology so there is No Wrong Door – for you, your program members or your stakeholders.

Empowered Individuals

With approximately 17% of U. S. citizens living without health insurance in 2011*, states face a tough task in helping the uninsured and the underinsured connect with the right coverage. That's why we make it easy for people to understand and obtain the coverage they need. We provide immediate online access to healthcare options so your population can determine their eligibility requirements and potential costs, get coverage and plan/provider information and shop and apply for healthcare coverage. Our single point of entry web portal is a one-stop marketplace providing educational tools, online applications, eligibility screening and cost comparisons. With our solutions, you can help your population identify and select the best healthcare plan and medical home for their needs.



Outreach

- Methods to locate uninsured consumers and motivate enrollment.
- Assisted and non-assisted enrollment support.
- Community event support and other activities to enhance public awareness.

Enrollment

- Application screening and processing.
- Eligibility assessment and determination.
- Real choice comparisons with cost calculator.
- Program choice counseling.

Integration

- Single portal for consumers, employers, and small businesses to access healthcare options.
- User-friendly self-service tools to empower consumers in obtaining quality healthcare.
- Integrated solutions to provide effective support and delivery.
- Modular options to support flexibility and cost-effective integration with existing investments.

Streamlined Processes

Resources need to go where they're needed the most. That means reducing spending on administrative tasks and investing more in expanding your healthcare services and covering more lives. With our innovative, automated self-service solutions, you can not only streamline eligibility and enrollment for individuals and families, but also provide useful, information-based reporting, increase program efficiencies and improve program performance. We continually find innovative ways to reduce costs and make the best of use of your program's resources. This helps you create an effective, self-sustaining Exchange that connects your population to coverage while making your budget go further.

Proactive Healthcare

Publicly funded healthcare programs face many issues. But our understanding of these challenges keeps you ahead of the industry's latest developments. We help you assess the potential impacts of new legislation and federal requirements, including ARRA, PPACA and HITECH. With a consultative approach to program administration, we work with you to examine health reform options, prepare for change and take necessary actions. Each member of our team has an average of 20 years' eligibility and enrollment experience. And our tactical expertise ensures efficient program management for today so you can meet tomorrow's long-term goals.

Comprehensive Experience

We understand the wide range of government health and human services programs. To help you offer people much-needed services, you can take advantage of our in-depth experience:

- More than 35 years of experience integrating, implementing and enhancing systems for Medicaid, CHIP and other programs.
- More than 22 years' experience establishing and operating multilingual information and referral call centers.
- More than 14 years of eligibility assessment and determination experience.
- Administration of Medicaid and related program eligibility and enrollment for 22 programs in 13 states supporting more than 20 million recipients.
- Assessment and processing of more than 885,000 eligibility applications annually.
- Responses to more than 30 million calls (including over 13 million live calls) annually at our 27 call centers nationwide.

Helping You Implement Health Reform

The Congressional Budget Office estimates that 24 million people will purchase coverage through Exchanges by 2019. These are individual lives affected daily by the lack of healthcare coverage. They are people with pervasive, chronic illnesses needing care management and parents who want healthcare checkups for their children. And they are neighbors, friends and families who need assistance with access to affordable insurance.

For more than four decades, we've been helping states and private insurers identify and provide healthcare solutions to their members. We understand healthcare issues from a state's perspective as well as the commercial needs of health plans. And we understand the implementation and operations of managed care programs, providers and the broker community. By linking public and private sectors effectively, we help you connect your population to the coverage they need in the most cost-efficient way possible.

About Xerox

Xerox is the world's leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces – from small businesses to global enterprises – to simplify the way work gets done so they operate more effectively.

You can learn more about us at www.xerox.com/businessservices or by calling 877.414.2676.

* Source: Urban Institute and Kaiser Commission on Medicaid and the Uninsured estimates based on the Census Bureau's March 2009 and 2010 Current Population Survey (CPS: Annual Social and Economic Supplements). Available online at www.statehealthfacts.org.

Eligibility & Exchange Services

We offer a full menu of tools and services to meet your program needs:

- Consumer, provider, employer, carrier and stakeholder education and outreach.
- Exchange shop-and-compare services.
- Proactive outreach and retention.
- Premium billing, processing, collection, aggregation and remittance.
- 24/7 multilingual customer care services.
- Complaints, grievances, appeals and fair hearing support.
- Consumer satisfaction monitoring.
- Objective health plan quality review and compliance reporting.
- Data analytics and actuarial support.
- Incorporation of tax credits and subsidies in cost calculations.

