

OnBase Member Enrollment

Speed member enrollment while improving accuracy and security

Eliminates paper forms

Create a streamlined enrollment process, mitigating common risks including fraud, lost documents, missing information and compliance concerns with OnBase by Hyland's Member Enrollment solution. Removing paper forms from the enrollment process allows sales representatives to leverage the convenience and portability of a tablet device.

Reduces risks of fraud

Streamlines insurance enrollment process


Enhances customer service

Representatives capture prospective enrollee information electronically and upload it for processing – minimizing time required to enroll a new member, and maximizing the number and quality of applications submitted.

Makes paperwork manageable and boosts enrollment

Paper-based enrollment processes require sales representatives to capture large amounts of repetitive customer information by hand. With Member Enrollment, electronic versions of the forms they need are right at their fingertips, even when they're offline.

And, when capturing data on a tablet device, electronic signature and autofill functionality save enrollees from having to enter redundant information on multiple forms. By speeding the paperwork process while reducing the potential for missing data, sales representatives enroll more customers and capture more accurate information. Once uploaded, completed forms route through an automated workflow that prompts the appropriate users to review and resolve questions. As a result, the process takes hours rather than weeks.



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Combats fraud with business rules

Member Enrollment automatically tracks misrepresented information to remove opportunity for fraud – a common challenge during open enrollment. Business rules identify potentially fraudulent information and route applications for review and validation. With transparent workflow, managers ensure complete information and gain insight into any questions that may arise while applications move through processing.

Captures complete information to maintain compliance

Member Enrollment reduces the risk of human error, while respecting form requirements. Smart forms mitigate inaccurate data at the point of enrollment by letting insurers set defined rules for capturing necessary customer information. Through greater visibility into the progress and accuracy of applications, managers validate documentation before it is electronically submitted to the Centers for Medicare and Medicaid Services (CMS). For easy access when auditors come calling, all historical enrollment activity is stored in a secure, central database.

Provides fingertip access to answers for a quality customer experience

Taking the guesswork out of paperwork empowers sales representatives to simplify data capture and provide better quality customer service. Member Enrollment identifies missing information based on business rules, providing prompts to help representatives complete forms correctly the first time. Also, tablet devices hold an unlimited number of reference documents – such as FAQs and presentations – to engage and inform customers and help to ease the stress of the enrollment process.

Learn more at OnBase.com/Payer »

