



A Sea of Change for Health Plans

The Health Reform acts and regulations enacted in March of 2010 suggest there will be significant changes in the health care industry we know today. The expansion coverage to the uninsured, under-insured, and changes to the commercial health market are forcing health plans to make significant changes to lower operating cost, alter products and pricing, as well as optimize care delivery models to successfully compete in this new market.

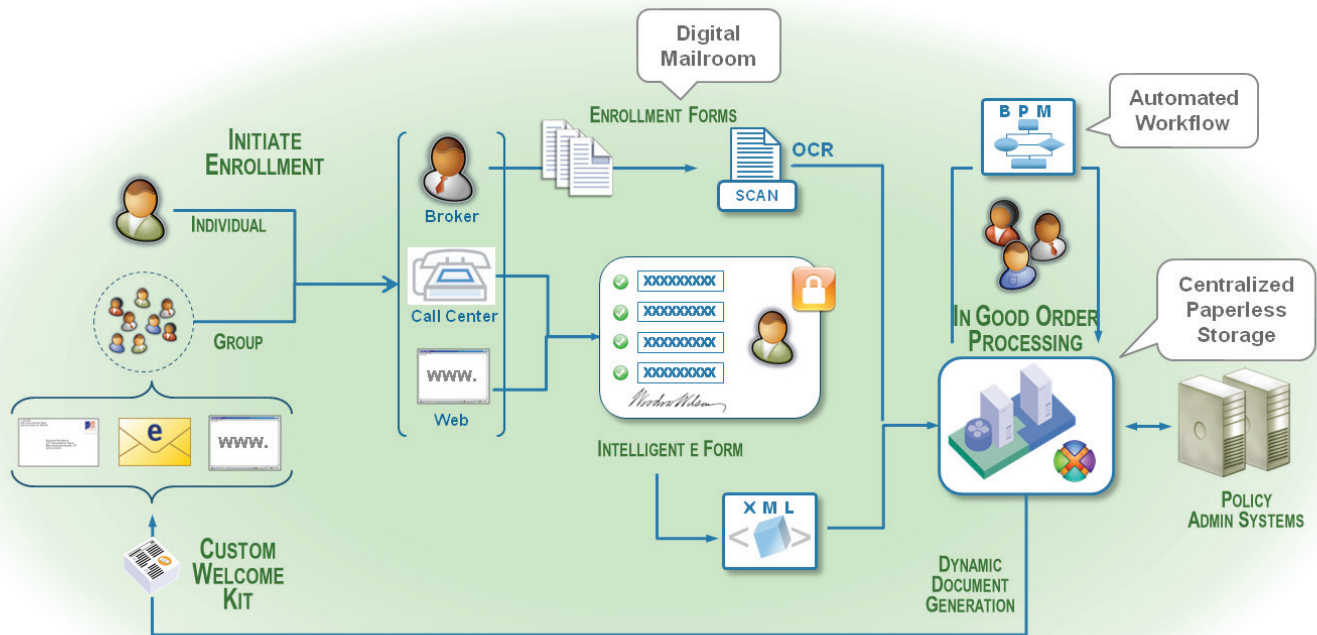
With the increased pressures of the modern marketplace, health plans will need to become a leader in providing optimal value and best-in-class consumer-centric solutions to compete.

Streamlining Member Enrollment

Paragon's Member Enrollment solution helps health plans streamline the receipt, processing and fulfillment of healthcare enrollment from days to hours. The solution leverages Paragon's straight-through processing framework and market leading business process management tools to dramatically improve cycle time and processing cost associated with new client enrollment.

Paragon's full life-cycle consulting expertise helps clients visualize the future state, build the necessary capabilities to realize it, as well as manage the transformation to business benefits. Our solution set spans information capture to enrollment approval through welcome package fulfillment. Paragon has helped clients realize enrollment operating models that are more efficient, produce higher quality enrollments, reduce risk and enhance compliance.

Paragon's Member Enrollment Solution Model



Member Enrollment Solution Features

Paragon's end-to-end solution streamlines the member enrollment process from the point of client contact to welcome kit fulfillment. Key features include:

- ▶ Consolidated digital capture of enrollment data (paper and electronic)
- ▶ Character recognized extraction and indexing of customer information and form types
- ▶ Workflow/BPM automation driving prioritized segmentation of work items throughout the operations environment for improved efficiency
- ▶ Virtual folders of all client information, locked down based on role-based authentication in a single comprehensive document storage vault
- ▶ Automated population of policy administration systems
- ▶ Creation and delivery of member correspondence on demand

The Solution of Choice for Member Enrollment

Paragon applies its years of industry expertise and best-practices methodology to implement and deploy healthcare solutions that ensure significant time savings, greater efficiencies and an enhanced customer experience.

Paragon's Member Enrollment for Health Insurers solution helps insurers easily handle the receipt and processing of enrollment applications and supporting documentation with an automated end-to-end process. The solution can help payer organizations achieve:

- ▶ **Streamlined application processing** – Eliminates time-consuming, manual processing which reduces the number of incomplete applications and the initiation to completion cycle time from weeks to days.
- ▶ **Reduced operating costs** – The efficient, automated process eliminates the costly follow-up required to track down lost documents and rekey the same customer information.
- ▶ **Improved compliance** – The ability to retain and audit at any point in the process allows for better recordkeeping across service lines and faster access to regulators.
- ▶ **Enhanced member experience** – Offers the ability to provide personalized messaging to reach the right member with the right message via print, Web, email and other channels.

About Paragon

Paragon Solutions is a business and technology consulting firm that specializes in enterprise information management to help clients leverage information assets for better business results. The company does this through its industry practices, solution accelerators and specialized technology competencies that help clients achieve operational efficiency, business scalability and regulatory compliance.

Paragon's Healthcare Solutions drive performance improvements and operational efficiencies to meet changing market demands. Paragon brings a holistic vision for capturing, managing and integrating healthcare content across the enterprise. Our targeted solutions offer clients a step-wise approach for implementing that vision in order to boost productivity, manage costs and ensure compliance.

For more information, please visit the Paragon Web site at www.consultparagon.com, or call 1.800.462.5582.

Paragon Client Roster

Paragon's client roster includes industry leaders from the insurance, healthcare, life sciences, financial services and communications sectors such as:

Insurance/Healthcare

- ▶ Blue Cross of Idaho
- ▶ BCBS of North Carolina
- ▶ Emory Healthcare
- ▶ Wellstar

Life Sciences

- ▶ Merck
- ▶ Pfizer
- ▶ Sanofi-Aventis

Financial Services

- ▶ BNY Mellon
- ▶ Citibank
- ▶ JPMorgan Chase

Communications

- ▶ AT&T
- ▶ Comcast
- ▶ Verizon



Improving the Way Work Gets Done™