



IDcards
CASE
Study

WITHIN **24** HOURS

Elixir and Elixir Tango WorkFlow automation allows our client's teams to generate and deliver ID cards to members within 24 hours, and almost instantly online, through our client's member portal.

Benefits: Elixir's healthcare plan payer client received the following benefits and business value:

Improved customer acquisition and retention by enabling field agents and sales to request on demand and ad hoc specialty line ID cards quickly and accurately, both through the mail and online on their member portal (mainly for large groups), and therefore increased retention and new membership, and thus increased revenue.

Improved end user productivity. The vendor engaged by our client used manual processes that were time-consuming, resulting in the inability to produce ID cards on demand. The turnaround time for change requests decreased business user productivity and disrupted the enrollment process. Elixir Tango technology and Elixir's business process automation eliminated all of these issues.

Improved customer experience and value. Members had to wait for ID cards for weeks, which negatively affected member experiences with providers. They waited for hours or days for providers to verify membership, either remotely or at the point of service. Elixir and Tango workFLOW automation allows our client's teams to generate and deliver ID cards to members within 24 hours, and almost instantly when members get their ID cards and plan information online, through our client's member portal.

Quantified benefits:

Elixir experts used Elixir Tango BT to reduce the number of unique documents from 1400 to 4 master templates to represent all of our client's plan products. This saved time, effort, and the cost of web presentment services and hosting costs,

Elixir's payer client has saved money on human resources, and eliminated the need to hire more staff for several levels of administrative and operational work.

Our client drastically reduced the annual, recurring cost for electronic storage and archival, which is required for all ID cards, for 7 years, per regulatory authorities.

The client also saved money on the cost of human resources and technology because the need for IT intervention in the ID card workFLOW was reduced to almost zero, which translates into a huge ROI, especially when considered annually throughout each yearly enrollment period.

Cost savings from automating manual processes eliminated the need to pay a vendor. The in-house teams are now able to easily manage the entire ID card process, from assembly to delivery online or in print.

Web presentment has drastically reduced the number of ID cards that are produced and printed. This has saved our client thousands of dollars each enrollment period, and throughout the calendar year, as well.

Elixir has over 30 years of experience in producing document solutions for highly regulated industries, including Insurance. We help our customers lower the risk of errors and improve efficiency.

Elixir Tango, our SaaS Based Business Experience Platform (BXP), enables your organization to better manage your customer communications, increase your speed to market, and empower Business Users.

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