

 miramar

“A Convey Technology That is Making Waves”

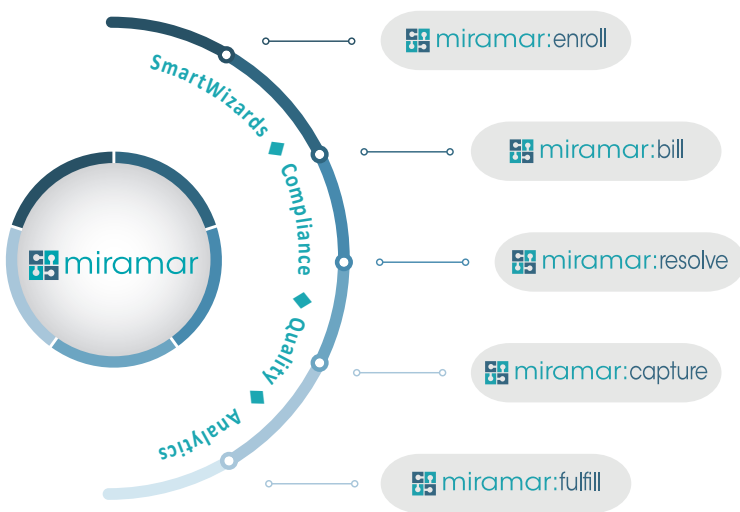
*Proprietary End-to-End Technology for
Medicare Member Management*





With an extreme focus on efficient and compliant management of MA/MAPD, PDP, & EGWP members, Miramar was initially designed internally for Convey’s own business process outsourcing teams. Now with Miramar also available externally to Convey clients, the Miramar development team ensures that all stakeholders are the pillars for continued evolution.

As a purpose-built, enterprise Medicare enrollment and billing platform, Miramar includes dynamic flow and highly advanced work queue features, SmartWizard utilities, automated alerts, and reconciliation rates that exceed nearly all traditional software vendors.



By design – Because we had to!

- ◆ Putting more information at the user’s finger tips
- ◆ Consolidating steps and simplifying functions
- ◆ Presenting progress indicators for users to:
 - easily understand where they are in all processes
 - communicate, fluently, to the Medicare enrollee
- ◆ Wayfinding
- ◆ Continuously analyzing usage patterns by our users in order to optimize call times
- ◆ Collaboratively built with leading Medicare health plans

Story of the Member

A Typical Member Experience:

ISSUES

Member contacts the health plan to notify them that they are moving. The address change then results in the member being disenrolled from their current plan.

- CSR is **unable to determine** if other plan options are available to the member in real-time
- CSR records note on action and must research offline to determine plan options
- **CSR must recontact** the member to advise them of options and then attempt re-enrollment

MIRAMAR SOLUTION

The new member address produces **immediate notifications** to the CSR, in real-time, of:

- ALL plan options for the member
- Appropriate scripts to discuss re-enrollment

All resulting in:

- An engaged member
- Faster, streamlined and more compliant processes and reporting

You invest to win the members, why not administer them properly and improve member adherence?