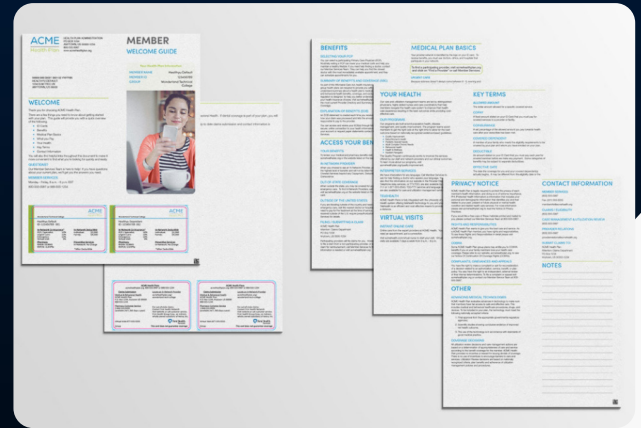


ID Cards

HealthLinQ[®] makes it easy to design, print, and mail member ID cards. Our interactive tool's real-time, self-service design manager gives you the flexibility to create and manipulate content from virtually limitless templates.



Benefits

- Get the right information to recipients with dynamic data-driven content
- Suppress bad-data cards before they're mailed with automated error-handling
- Save on postage with consolidated welcome packages
- Reduce inquiry calls using companion emails to immediately notify members of card mailings
- Deliver ID card images to member apps with third-party portal integration

Services

- Enjoy real-time design changes using self-serve ID card template designer
- Dedicated support team who provides responsive service with quick turnaround
- Omni channel distribution by both print and digital delivery
- Production SLAs as quick as same day
- Complete tracking and reporting from initiation through delivery via 24/7, secure web-based HealthLinQ[®] platform
- Disaster Recovery (DR) Practice and Production Redundancy

Product Details

MATERIALS

- Full color
- 12-point integrated
- 20-mil Teslin slab
- 30-mil plastic stock

PACKAGE OPTIONS

- One, two, or four-card layout packages (12-mil integrated cards only)
- Dynamic packages rolling from #10 to 6x9 envelopes

ADDITIONAL HEALTHLINQ[®] PRODUCTS

- Explanation of Benefits (EOBs)
- Letter Correspondence
- Payments
- Invoice
- Welcome & Plan Benefits Kits
- Tax Forms & Compliance Mailings
- One-Off & Ad Hoc Mailings
- Renewal Notices
- Virtual Mailroom





HealthLinq® allows you to manage all your member communications from one central location— simply, easily, efficiently, and more effectively. Our interactive tool's real-time, self-service design manager gives you the flexibility to create and manipulate content from virtually limitless templates.

ID Cards

Material options include full-color 12-point integrated, 20-mil Teslin slab, or 30-mil plastic stock. Choose from a one, two, or four-card layout package with unlimited design freedom. Dynamic packages rolling from #10 to 6x9 envelopes allow for more communication to reach the member in a single package.

Explanation of Benefits (EOBs)

Full-color designs and complete user freedom with both portrait and landscape options. Our system manages highly regulated Medicare Part C and Part D templates in addition to highly dynamic designs. Save costs by selecting Cumulative / Episodic designs as well as digital EOBs with our omni channel delivery.

Letter Correspondence

Full-color designs, including highly regulated templates and member-friendly designs. Dynamic packages that select between #10, 6x9, and 9x12 envelopes allow for more communication to reach the member or provider using the most cost-effective method.

Payments

Choose from check, ACH, or real-time card for payments. Clearing house selection and 835 generation is available. Provider payments are coupled with member disbursement and payment capitation. Premium payments can be processed at our lockbox facility and will be automatically tied back to the member's plan.

Invoices & Statements

Choose from full color and perforated stock. Options include highly regulated templates and member-friendly designs. Invoices can also be designed to incorporate promotional messaging and QR codes to promote member engagement.

Kits

From full-color commercial print to the quick turn flexibility of digital imaging, your materials can be produced and fulfilled from one source. We also support various binding and cover types to fit your needs. Fulfillment of materials includes both outbound mailing for items such as surveys, member materials, program documentation as well as inbound response management.

Tax Forms & Compliance Mailings

All types of tax forms and letter templates are supported, including 1095 B forms. Dynamic packages that select between #10, 6x9, and 9x12 envelopes allow for more communications to reach the member more cost effectively.

One-Off & Ad-Hoc Mailings

Pre-defined templates for common mailing formats enable very quick turnaround while maintaining the need for customization on each mailing. From complex variable data mailings to repetitive correspondence, HealthLinq® provides the comprehensive self-serve tools to support your member engagement and cost-saving initiatives.

Virtual Mailroom

Single, unified interface to manage inbound and outbound mail, inbound health claims and payments as well as templates and brand assets.