

# Member360

A Comprehensive Medicare Advantage Membership Management System



## Automated Medicare Eligibility Verification

A member's Medicare Eligibility is verified using the Centers for Medicare and Medicaid (CMS) Medicare Beneficiary Database (MBD) as applications are entered either by batch or online. During the verification process, CMS member-specific data such as ESRD, Medicare eligibility dates, LIS, and LIC are automatically added to Member360.

## Membership Enrollment

Wipro's solution produces high acceptance rates by validating enrollment transactions for eligibility, format, and avoidable TRR errors prior to submission to CMS. On the basis of membership change triggers, Member360 sends CMS transactions automatically and also captures, stores, and processes CMS TRR and MMR transaction data.

## Membership Management

Member360 maintains a complete history of member activity including: eligibility, CMS transactions, correspondence, and billing transactions. Standard work queues allow enrollment, finance, and customer service staff to efficiently research issues and answer questions related to an individual member or a group of members.

As membership changes occur, Member360 automatically ensures correct transaction types are transmitted to CMS. Standard membership extracts are sent to the client's claims, PBM, and fulfillment vendors. Multiple summary and detail reports describing membership are available as part of the standard offering.

Member360 Transaction Reply Report processing includes:

- Updating eligibility
- Updating membership information, including demographics, low income related information
- Producing letters
- Facilitating workflow business processes
- Reconciling FEED to current membership

## QUICK FACTS

- CMS Contractor since 1988
- MAPD/PDP Solutions currently supporting 500+ Plans
- Backed by \$6B Global Technology Services Company with access to over 120,000 IT and BPO Professionals

## REQUEST A DEMO

Please contact our sales team for more information or to schedule a demonstration of any of our proven Member360 solutions.

## Market Leading Premium Billing

The Member360 Billing Subsystem is a feature-rich design that enables you to manage your billing cycles for Employer Groups and members. Split billing is used to manage CMS balances independently from member balances. CMS subsidy, LEP, and SSA payments automatically applied at the member level, including CMS negative payment processing.

Billing processing includes:

- Automatically updating the premium withhold from the TRR (for example, changes from SSA to direct pay)
- Billing for groups of members on different days of the month while applying payments daily
- Automatically producing CMS model delinquency letters
- Integrating with membership; eligibility to determine if the member should be billed
- Easily transferring payments (or partial amount) from one member to another
- Processing drafting/prenote and lockbox payments. Payments are auto-applied to member invoices
- Providing Flexible general ledger capability. Plans can set up multiple debit and credit account type to easily track billing and payment activity. Ledger activity is appropriately reported for retro and adjustment activity.

## CMS Correspondence

Member360 allows for correspondence management through both automatic and manual processes. CMS Model Eligibility letters for MA, MAPD or PDP can be created in English or Spanish and can be easily customized to include logos, plan IDs, signatures and special footers. Letters comply with CMS requirements and client business rules can be generated based upon member workflow status or TRC codes, and viewed prior to submission to print. For audit purposes, Member360 can easily track and retain all correspondence.

## Appeals and Grievances

Wipro's Appeals & Grievances and Complaint Tracking Module allows MAOs to comprehensively manage their appeals, grievances and complaint processes. Key features of this module include management and supervisor aging dashboards, ad hoc queries, letter generation, email assignments, and the management of document attachments.

A&G360 can be purchased as a cost effective standalone module or bundled with the Member360 suite of products.

## How will Member360 benefit your Plan?

- Reduces entry time by auto-loading demographic fields from the TRR and MMR
- Provides a workflow for rejected members creating an easy-to-manage membership
- Provides TRC escalation reports
- Automatically triggers letters based on member workflow status and TRC codes received from the TRR
- Increases enrollment first-pass rate and adds key information not found on the application by performing up-front eligibility verification
- Produces the Acumen file automatically
- Adjusts invoice amounts for LIS/LEP automatically based on CMS rules
- Reduces member complaints
- Keeps your organization current with CMS requirements at no additional cost
- Provides more benefits for less money; no hardware to purchase, no software licenses and no costly on-site installations

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