CommONE

CommONE

Customizable. Compliant. Controlled.

CommONE is a single-source, managed services program that offers health plans of any size a cohesive, modular approach to both managed and marketing communications administration.

From dynamic composition to cross-media distribution, CommONE implements world-class communications and process optimization expertise to deliver maximum operational efficiency, regulatory compliance and cost reduction.

cierant®

Healthcare Communications Suite

Features

CommONE delivers five key features that work in unison to transform operational complexity into streamlined simplicity.

Process Design Optimization

Rather than taking a one-size-fits-all approach, we audit existing businesses to identify inefficiencies and project management gaps, then implement strategies for process innovation and cost reduction.

Flexible Composition and Customization Tools

From directories and contracts to print-on-demand welcome and sales kit collateral, health plans are looking for more efficient ways to compose and distribute content to members and prospective customers. CommONE provides three platform options for dynamic composition of content that can be optimized for print, web, fax and email delivery.

Real-Time Compliance Dashboards

Maintaining 100% regulatory compliance on mandated mailings is a crucial aspect of healthcare communications management. CommONE's enterprise-specific compliance management dashboard provides real-time reporting on full life cycle project status, from initial receipt to mail distribution data to compliance status across various regulations.

Total Visibility Project Management

CommONE customers enjoy unparalleled visibility into their communications process through the use of our collaborative, web-based project management tools. Comprehensive warehouse management tools provide a centralized, accurate view of inventory levels to drive automated replenishment procedures and waste elimination initiatives.

eDelivery with Integrated Print Production

CommONE supports preference-based content distribution through the deployment of best-of-breed opt-in programs with managed channel preference databases. For members that prefer print, we offer the nation's most diverse print production and fulfillment services, including zero-make ready offset and digital print-on-demand.

Your Rules. Your Data. Our Agile Approach.

CommONE incorporates your organization's data, business processing rules and document content requirements to create a health plan collateral management program designed to serve your unique needs.

Whether you choose to use our turnkey production and fulfillment services, integrate in-house print capacity, or skip the printing and distribute digitally—CommONE is here to serve your continually evolving communications needs.

Services

By employing zero-inventory print-on-demand, dynamic content composition and our robust suite of web-based tools, we ensure health plans communications are accurate, on-time and compliant without ever having to compromise quality.

We actively manage the full life cycle of health care communication projects, including:

- Personalized pre- and post-enrollment kit production and distribution, including integrated print-on-demand production
- On-demand contract and benefits booklet production
- ID card production and mailing
- SBC and SOB generation, production and mailing
- Cross-media EOB distribution
- Cost-optimized Medicare EOC/ANOC mailings and commercial contracts
- Standard and geocoded directory production
- Letter correspondence output and mailing

Benefits

The management of complex health plan collateral typically means round-the-clock oversight, a significant amount of human labor and ongoing issue remediation. The services and technology that comprise CommONE transform programs of chaos and complexity into streamlined simplicity by delivering:

- Guaranteed internal, state and federal regulatory compliance, including CMS regulations for Medicare and Medicaid programs
- Total visibility into work-in-progress
- Lowest-cost production and distribution
- Preference-based communications delivery
- Maximum communications quality and accuracy

Real World Results

We are experts in effecting seamless workflow processes that allow for more efficient and effective operations while assuring compliance and cost reduction. The following results illustrate the benefits our customers are experiencing every day:

- $250,000 in annual savings on ANOC mailing through implementation of a project management process that uses sectional center mail drop ship and lightweight print stock
- Over $1,000,000 in annual postage savings for a mid-sized BCBS licensee on Medicare pre-sale kits and post-enrollment welcome kits
- 100% annual compliance performance on mailings
- 50% or greater reduction in inventory space requirements and greater than 75% reduction in print waste

Questions?
Call **203.731.3555** or send an email to **inquiries@cierant.com**.