

\$250,000

The amount of annual savings we produced on a client's ANOC mailing to approximately 80,000 members.

Over \$100,000

The amount of annual savings we delivered on a mid-sized client's Medicare presale kits, Medicare post-enrollment welcome kits and commercial welcome kits.

Results

A single-source solution, CommONE maximizes cost and efficiency across the complete supply chain to produce results such as:



100% annual compliance performance on mailings

50% or greater reduction in inventory space requirements

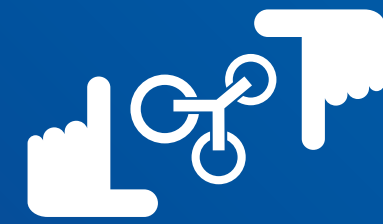
75% reduction in print waste



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Our commitment to secure health insurance data management is evidenced by our ISO 27001 certification, the only auditable and internationally accredited information security management system (ISMS) that works to ensure the confidentiality, integrity and availability of all organization and customer data entrusted to us while at the same time helping to meet HIPAA regulation and other critical healthcare compliance standards.



CommONE™

Create. Comply. Control.

An integrated communications solution.

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The Challenge

Healthcare reform has caused increased administrative burden, insurers are facing new regulatory requirements and print deflection initiatives have become critical. For many providers, adapting to these changes while trying to reduce cost can be a recipe for disaster if not supported by the right technology and a cohesive collateral management program.

The Solution

CommONE Communications Suite

CommONE is an integrated managed services program for pre- and post-enrollment mandated and marketing health insurance communications. The suite of services and online platforms are designed to support the personalization, production, distribution and tracking of millions of electronic and print materials while helping program managers address the three major challenges of health insurance communications management: compliance, cost and clarity of service.

CommONE Communications Suite

Create. Comply. Control.

Transforming operational complexity into streamlined simplicity through five key features.



Enterprise-Specific Process Design

CommONE workflow processes are designed with the resiliency required to sustain long-term business and revenue growth. We integrate each business' unique rules, data and document requirements in order to create custom communications programs that address enterprise-specific operational challenges.

Production & Fulfillment

For many members, paper-based communications remain a preferred medium. As an affiliate of the Command Group of Companies, we offer the nation's most diverse array of production and distribution options, including high-speed inkjet web printing, zero make-ready offset print on ultralight paper stocks and weight-optimized mail distribution techniques to produce savings across the complete supply chain.

Workflow Transparency Platform

CommONE offers a comprehensive collateral management platform that provides a single-point view of daily production, inventory and compliance status for both print and electronic materials through real-time supply chain data capture and management. By gaining 100% visibility into work-in-progress, centralized vendor management, enhanced department collaboration and greater reliability of output is achieved.

Lifecycle Collateral Management

By leveraging custom process design, turnkey production and fulfillment and a robust suite of fully customizable, web-based applications, CommONE effectively manages programs such as:

- Personalized pre- and post-enrollment kit production and distribution
- SBC and SOB generation, production and mailing
- Cost-optimized Medicare EOC/ANOC and commercial contract mailings
- Cross-media EOB distribution
- Letter correspondence output and mailing
- ID card production and mailing
- Digital asset management platform integration
- Integrated pre-sales kit packaging
- Standard and geocoded directory production



Cross-Media Cost Optimization

From pre-enrollment to post-enrollment, we help clients define and implement cross-media content delivery strategies that allow insurers to deliver maximum impact and reach at the lowest possible cost. At the same time, we leverage dynamic customization tools and managed preference databases to create personalized content that maximizes member acquisition and strengthens customer loyalty.

Sales Automation

Simplifying content creation and customization, our secure sales automation platform allows sales representatives, brokers and marketing personnel to personalize, assemble and order sell-in tools, advertising support and marketing materials on-demand for virtually any medium, or, deliver the best of both worlds through personal URL and QR code integration.

Benefits

The cohesive collateral management strategy that CommONE provides helps clients:

- Reduce operational costs
- Enhance communications quality and measurability
- Gain real-time visibility into active projects
- Bring department managers and suppliers into strategic alignment
- Optimize cost through increased electronic delivery adoption
- Strengthen customer relationships with 1-to-1 personalized communications
- Ensure regulatory compliance
- Eliminate inventory through print-on-demand program integration

