NTT DATA

NTT DATA welcomed Dell Services into the family in 2016. Together, we offer one of the industry's most comprehensive services portfolios designed to modernize business and technology to deliver the outcomes that matter most to our clients.

Grow Your Market Share With Full-Cycle Open Enrollment Solutions

Open Enrollment as a Service by NTT DATA

NTT DATA Services
formerly Dell Services

Do you have the resources you need for the open enrollment season?
Managing member experience during open enrollment is a critical balance to maintain. On one side, you want to provide product and pricing innovation, and on the other, you need experienced resources and cost-effective processes to support that innovation.

NTT DATA Services offers a unique and compelling member management solution for the open enrollment season. As a leading provider of healthcare services, we have decades of payer business process outsourcing (BPO) experience. Our solution gives you the flexibility to easily scale your resources to meet planned and unexpected demand spikes.
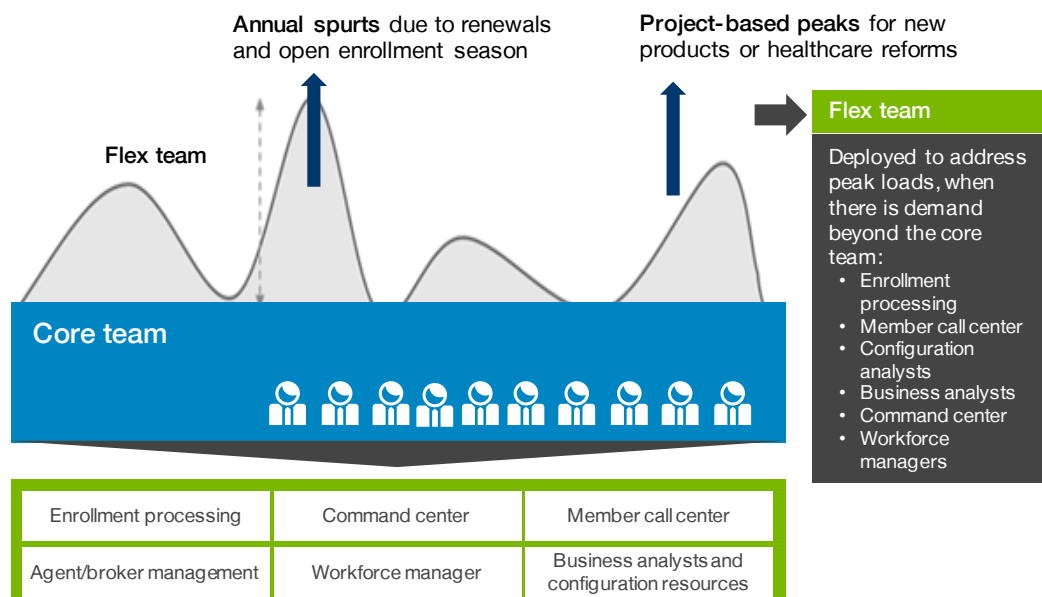
Take control of the member experience with command center solutions
With Open Enrollment as a Service by NTT DATA, you get an end-to-end member experience command center that is capable of addressing all your needs. It also includes an integrated core-flex staffing model for:
- Member call center resources
- Enrollment processing
- Configuration analysts
- Business analysts to oversee the command center
- Workforce managers

Key benefits:
- Get the right resources at the right time
- Transform your call center with in-depth knowledge of command center and health insurance marketplace methodology
- Implement a HIPAA-compliant, secure infrastructure
- Reduce costs
- Scale as needed for short-term using onshore locations
- Use cloud-based infrastructure to route calls from your interactive voice response system to our automatic call distributor environment

Annual spurts due to renewals and open enrollment season

Project-based peaks for new products or healthcare reforms

Flex team

Flex team

Deployed to address peak loads, when there is demand beyond the core team:
- Enrollment processing
- Member call center
- Configuration analysts
- Business analysts
- Command center
- Workforce managers

Core team

| Enrollment processing | Command center | Member call center |
| Agent/broker management | Workforce manager | Business analysts and configuration resources |

Flex team to meet erratic demand patterns

Key tenets

Core flex delivery

Capacity and demand management framework- upfront work and resource planning

Multi-skill resourcing for optimized usage

Continuous knowledge management

Tools: nLite, SMEOnline

Robust training framework

Gamification

Capabilities	Description
Centralized workforce management	Open enrollment season brings unique challenges such as erratic demand patterns, new product designs, field sales force commission management and increased risk of member attrition. Through managing four open enrollment seasons for one of the top health exchanges in the country, we have developed an ability to predict demand patterns using analytical tools and right-size staff deployment.
Managed services	We manage the end-to-end cycle of open enrollment processes including technology setup and allied services, broker/agent commission management, member experience call centers, enrollment processing and configuration services. With seasoned project managers and subject matter experts, we help ensure membership growth by addressing the entire cycle of business processes required to make you successful.
Hiring and training management	Knowledge of your processes is a critical. By coupling one of the nation's largest databases of health plan professionals with an in-depth training infrastructure and automated training tools, we're able to provide the right skilled resources on demand. We can help you hire short-term staff and train them for the open enrollment season.
Effective quality management	Using our propriety NTT DATA Business Process Management Suite, we ensure quality of delivery and that services meet and exceed customer expectations.

Full suite of billing and enrollment tools	We also offer a full suite of billing and enrollment tools including:
	• Contact center customer relationship and salesforce management
	• Interfaces for communication between the contact center and enrollment engines
	• Mass enrollment for when large group of subscribers move to a new product
	• Billing reconciliation solution for
	  – Disenrollment
	  – Delinquency
	  – Automatic clearing house/electronic funds transfer premiums

Flexible contracting arrangements	Whether you want to outsource your entire enrollment and billing services or just need temporary staffing for the open enrollment season, NTT DATA offers flexible contracting arrangements from managed services to short-term staffing.
Electronic Data Interchange (EDI) solutions for open enrollment	Backed by our in-depth experience supporting EDI solutions, your organization can easily view data from the inbound or outbound 834 files. You can research any issues that occur during regular or open enrollment using a tool that provides a clear view of actual HIPAA transactions.

Visit **nttdataservices.com** to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.

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