

Membership and enrollment

Challenge

Administrative costs for all health insurance providers have changed dramatically in the new competitive landscape for the ACA-driven individual market as compared to the traditional group markets. Administrative expenses average 19% of the premium in the individual market, vs. 13% of the premium in the small-group market and 9% of premium in the large-group market.

Additionally, labor costs required to assist individuals continue to rise; in fact, 60% of plans report a requirement for eligibility and enrollment assistance which, on average, is one to two hours per individual enrollment.

The costs can be broken down into several factors:

- Costs of FTEs staffing enrollment centers.
- High enrollment times and costly Assister programs.
- Unpredictability of the flow of enrollment applications.

Solution

The key to reducing operational costs is identifying and improving the efficiency of the processes and activities required to complete an enrollment.

WorkiQ® by OpenConnect provides the detailed operational intelligence and analytics needed to improve productivity.

WorkiQ identifies the following, all in real time:

- Average units of work and average time to complete specific processes. This helps to identify potential bottlenecks and productivity drains.
- Processes and work steps that can be either eliminated or automated (perhaps using an automation solution, such as OpenConnect's **AutoiQ**™) to improve throughput and accuracy.
- Categories of work and claims staff productivity. This enables claims managers to perform "in-the-moment" coaching and balanced work allocation.

Benefits

WorkiQ provides event-based intelligence to quickly lower the overall costs of operations. As a result, it enables you to:

- Compare "true" employee productivity by taking into account the mix and complexity of the work that employees handle.
- View in real time most-frequently-utilized applications and websites.
- Identify productive activities, and time spent by associates in these activities.
- Compare all examiners on multiple types of productivity and work items.
- Evaluate FTE utilization.
- Improve your employee engagement and accountability.
- Identify where you can use automation to take over desktop activities or augment users as they work.

WorkiQ even provides activity data for desktop-based software robots you may already be using.

WorkiQ makes it easy to understand and visualize employee performance. This enables your organization to go beyond simple statistics and notoriously inaccurate self-reporting — creating actionable insights that can drive real improvements within your business.

The data produced by WorkiQ also can be used by DiscoveriQ for advanced process discovery. Contact us today to learn more.

See a live demo.

*Seeing is believing. To arrange for a **live, online demo** of WorkiQ — and to learn more about what deploying WorkiQ can do for your workforce management — contact OpenConnect at sales@openconnect.com or **800.551.5881**. Visit OpenConnect at openconnect.com.*