DEV – Employee Engagement and Client Reporting Enhancements

# Introduction

ConSova Corporation (CSC) performs eligibility verification services applying different audit scopes when conducting its services. The most popular Dependent Eligibility Verification (DEV) service is our general audit which is a verification of all dependents enrolled in employer sponsored benefit coverage. The other service is our on-going service which is a eligibility maintenance service offering to ensure all (i) newly added dependents where the plan has not yet verified the dependent relationship or status or (ii) previously verified dependent spouses who have been enrolled in the plan for over 18 months.

While our employee response rates range between 96-99% for our general audit there remains a pervasive challenge to maintain high response rates for our on-going services. Several employers (USG, Ericsson, Safran and Hertz to name a few) have expressed several ‘pain points’ the low response rate causes. Below is a description of the pain points and potential solution to improve our service offering. their exhaustive efforts from processing post-audit appeals from employees who claim they did not know the audit was taking place.

| Current Service Offering | Improvement Opportunity |
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| 1. Clients feel they are processing an excessive amount of legitimate appeals and feel CSC should be processing these employees. CSC offers employees 90-days to submit their documentation for verification. The process includes up to 4 notifications to the client employee, (1) initial letter mailed to employee’s home address, (2) a reminder letter mailed to the employee’s home address, (3) reminder phone call to employee (if no response) and (4) a drop letter telling the employee dependents have been dropped. | 1. Obtain the employee company email address from ER. Have urgent emails sent to the employee after the reminder letter is mailed to the employee (any employee with an open audit) and at the same time the drop letter telling the employee a dependent is being dropped.  When employee logs into iVAC and they accepted terms and conditions of disclaimer, they are provide a page or fancy box to list their preferences which include if they want to (1) go green, (2) receive deadline notifications via company or other preferred email or SMS text, (3) if non-company email address need to send authentication email before allowing preferred email usage, (4) Opt ‘out’ option to not receive any deadline updates.   When receiving a call from client EE, DEV Associates should ask employee if they would like to receive deadline updates via email or SMS text. DEV associate will indicate EE consent to SMS text or preferred email address and/or capture the information over the phone if not provided by client.  Email can contain their status (non-response, etc.), link to iVAC or SSO site, clickable button/link to have their PIN emailed to them so they can login to iVAC, required action items.  Place a QR code on all client letters that take them to the client’s knowledge pages (<http://www.consova.com/ericsson/>). This will provide valuable information for the auditee to get started and login into iVAC. |
| 1. If a client has an employee contact them requesting an appeal the client contacts CSC to request (1) letters mailed to employee, (2) any documents that were submitted, (3) call notes and (4) other relevant information that would be useful to evaluate an appeal (updated address, etc) | 1. Provide a UI for the client (iRIS) to quickly obtain information about the employee’s audit including the (1) employee’s address, (2) updated address flag (returned mail), (3) Date initial letter was sent, (4) If applicable, date reminder letter was sent, (5) If applicable, date email reminder was sent and indicator if email had read/open receipt, (6) Email address(es) reminders were sent to, (7) Dates of any disposition letters were sent, (8) Indicator on whether employee logged into iVAC and dates/times, (9) Dates/Time employee called into call center, (10) Whether employee gave spouse permission to speak with ConSova, (11) Indicator on whether they opted ‘out’ to not receive notifications. (It would be preferred to replicate for our Case Mgt system so our Associates will have the same UI to quickly scan the EE engagement activity especially if a client service person is helping a client who is looking at iRIS)  In addition to the employee level details this might be great information to present on an aggregate level so clients can visualize overall employee engagement activities. |
| 1. If a client wants to reinstate a dependent ConSova has a manual process to perform task and ConSova charges an excessive fee to perform reinstatement. | 1. Provide a UI where the client can approve the eligibility for a dependent on a post-audit basis.  Upon reinstatement initiated by the client, an acknowledgement email is sent to client contact(s) and CSC client coordinator. The client email must have verbiage on what will happen, record of their eligibility decision.  After completion of reinstatement have a process perform the necessary tasks within 24 hours to reflect any eligibility changes |

# Employee Engagement Improvements

# Client Reporting of Employee Activities

# Client Reinstatement Approval