



Enrolling | Servicing | Caring

CareEnroll helps healthcare providers and health plans achieve their mission and widen public access to healthcare by serving both our clients and our clients' members and patients. We are committed to identifying client needs and providing adaptive solutions that extend beyond the traditional vendor relationship.



We go beyond information-gathering and become patient advocates by answering questions, exploring options, providing follow-up support, and maintaining contact with patients and members to ensure enrollment is achieved and annual renewals are filed.

CareEnroll's EnrollPlus

Helping patients become **covered** patients

Quality healthcare improves with enrollment in the right health plan for every patient.

That's where we help.

EnrollPlus guides patients through the complex health plan enrollment process, taking a personalized approach that removes potential confusion. Our specialists, located at client facilities and at our Contact Centers, work one-on-one with patients to uncover the federal or state government program, marketplace insurance plan or other plan that's best for them.

EnrollPlus will...

- uncover and address patient needs quickly, improving your satisfaction ratings and increasing patient loyalty.
- integrate seamlessly into your workflow, allowing your staff to focus on other important tasks.
- widen access to healthcare, increasing demand for your services
- improve cash flow by helping patients obtain coverage, minimizing write-offs



EnrollPlus Outreach

Eligibility and Enrollment

Applications and process facilitation

- Discover required but missing enrollment information
- Verifications of existing information
- Eligibility testing

Benefit Maintenance

- Redeterminations of eligibility and documentation
- Preventing anticipated plan terminations
- Work Requirements & Community Service Requirements

CareEnroll Outreach

We help our health plan and care provider clients with the design and implementation of Outreach Engagement Plans for their most vulnerable and challenged populations, particularly Medicaid plans and states with non-traditional, often complex 1115 Innovation Waivers. We employ a robust set of tools to execute your tailored outreach/engagement plan in order to improve your reimbursement and the lives of your patients.

Our assurances

We strengthen our clients' engagement and communication with their patients and members and strive to improve clients' metrics with each engagement we encounter. And we are compensated for successful outcomes only, not by the number of FTE hours or established flat rates. We emphasize and foster a trusting relationship for each engagement encounter because we are driven by transparency, accuracy, privacy, and efficiency, all delivered at the pace and understanding of each individual with whom we interact.

Outreach Scenario

The provider's need:

Cure a six-month backlog of redetermination applications to ensure continued compensation

The tools:

Personalized phone calls, field visits, and bedside financial counseling

The results:

100% financial counseling completed
72% successful redetermination rate

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