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Company Expands Technology to the Medicare Advantage Market

Fort Lauderdale, Fla. – Convey Health Solutions, a leading provider of healthcare technology and member support services, is expanding its Medicare Part D technology systems to meet the needs of Medicare Advantage Prescription Drug (MAPD) plans. This state-of-the-art platform will save its clients time and money navigating the complicated and ever-changing government regulations.

Convey Health's innovative Medicare Services Platform will allow Medicare Advantage plans to manage all aspects of enrollment, eligibility, and membership reconciliation functions while maintaining compliance with CMS requirements and regulations. Convey Health originally developed its single integrated Medicare Service Platform for the Medicare Part D market. The extension of the platform into the Medicare Advantage sector is the next step in the evolution of the technology.

With its extensive step-by-step wizard support for users, automated workflows and reporting, Convey Health's system will reduce costs, improve quality, reduce errors and increase member satisfaction. With its role-based access control mechanism, health plans will be able to utilize a single, secure solution for complex business processes.

Beginning with the billing module that was completed in July, the system will streamline enrollment, member services, billing and payment processing functions. Convey Health's system will modernize these services into one user-operated system, which decreases cost, improves accuracy and facilitates regulatory compliance.

"Today, some Medicare plan sponsors are using as many as 15 different tools and multiple healthcare agents to help each customer," said Stephanie Jones, Senior Vice President & General Manager, Medicare Part D Business Segment. "By moving to one platform built specifically to service MAPD customers we can revolutionize the way healthcare customer service is administered."

This completely unique system is the culmination of more than a decade of technological advancements built specifically for a Medicare Part D platform. The billing module currently supports various functions including customer invoicing, payment and refund processing, and handling Failure-to-Pay (FTP) and Good Cause Reinstatements.

Convey Health Solutions is currently developing future modules that will be added to the platform including enrollment, reconciliation, appeals and grievances and coordination of benefits. Ultimately, a full member management solution including all modules will be available to MAPD organizations in the first half of 2016.

"Convey Health Solutions has developed an array of software products to assist in various Medicare programs, including Prescription Drug Plans, Over-the-Counter (OTC) Benefits, Employer Group Waiver Plans (EGWP), and now MAPD," Jones said. For a live demonstration of Convey Health's MAPD billing module or any other healthcare specific technology solutions, including PDP, EGWP or Over-the-Counter (OTC), please contact us at BusinessSolutions@ConveyHS.com.

About Convey Health Solutions

Convey Health Solutions provides comprehensive, technology-enabled solutions to clients that offer Medicare Prescription Drug Plans, Medicare Advantage Plans, and other related provider benefit programs. For nearly a decade, the company has improved the quality and cost of large-scale health insurance processes for nationally recognized clients using its proprietary technology. Convey Health's healthcare-focused teams operate in locations across South Florida, Arizona and in the Philippines to help several million Americans each year navigate the complexities of Medicare. Learn more at www.ConveyHealthSolutions.com.

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