

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 deliver the outcomes that matter most to our clients.

Engage With Consumers to Increase Membership and Improve Satisfaction

Consumer Engagement Solutions by NTT DATA

NTT DATA Services
formerly Dell Services

The influx of new consumers into the healthcare market, along with Affordable Care Act mandates, exerts increasing pressure on your health plan organization to be more efficient and consumer-driven, particularly in engaging individual consumers.

Consumer Engagement Solutions by NTT DATA provide a full range of transformational technology and processes to help you design and build effective consumer-centric channels that will help grow and retain membership, manage costs and improve the member experience. Our solutions include:

- A wide range of online storefront marketplaces for individuals and groups
- Modular self-service portals to manage administrative functions
- Consumer and utilization analytics
- Mobile applications to reach consumers anywhere, anytime
- Social listening, intelligence, chats and collaboration tools
- Applications for profile creation, enrollment, payments, claims, wellness management and feedback
- Delivered as a Business Process as a Service (BPaaS) or BPO with your systems

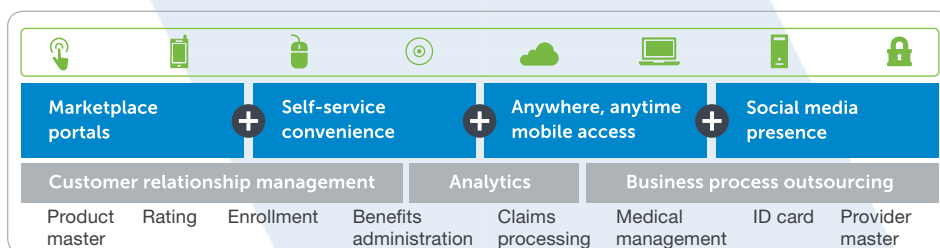


Figure 1: Engage members wherever they are to purchase health plans, manage costs and select providers.

Key benefits:

- Empower members with 24x7 access to information via multiple channels
- Communicate with members using personalized information, proximate to a health decision
- Enhance shopping choices and payment flexibility for superior consumer experience
- Tailor products and services to meet consumer needs
- Make better decisions with insightful analytics
- Drive sales and cross-selling of other products/services
- Enable a single view of members to drive and manage all areas of sales, engagement, care management and customer service
- Use BPaaS to reduce CAPEX costs

Offer	Description
Public and private marketplace portals	<ul style="list-style-type: none"> • Full-service individual and family exchange portals • Broker, employer and employee group exchanges • Member self-service portals • Provider portals • Customer service representative and administrative portals • 360-degree customer view provides holistic view of distribution, claims management and policy administration
Self-service solutions	<ul style="list-style-type: none"> • Modular portals to manage critical technical and administrative functions • Billing aggregation • 24x7 access to benefit plan information and claims • Cutting-edge customer support
Mobility	<ul style="list-style-type: none"> • Strategy consulting • User experience mapping, platform and interface • Mobile application management, hosting and development • Mobile channels to optimize self service
Analytics	<ul style="list-style-type: none"> • Financial analytics • Predictive analytics • Retention analytics • Web and mobile analytics • Social and listening analytics • Utilization analytics
Social media	<ul style="list-style-type: none"> • Strategy and advisory services • Listening and insight services • Best-practice seminars
Customer relationship management	<ul style="list-style-type: none"> • NTT DATA Single Score: Robust system to effectively manage and analyze member interactions and data throughout the member lifecycle to improve service and performance

Figure 2: Consumer Engagement Solutions highlights

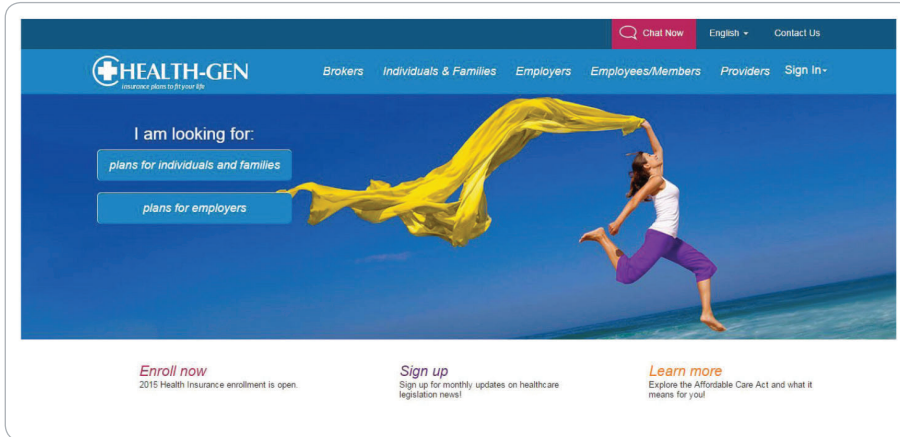


Figure 3: Example of our online enrollment and self-service solutions

Why NTT DATA?

- More than 50 insurance organizations served, with support for 65 million policyholders
- More than 14,000 healthcare associates and more than 6,000 health plan associates globally
- More than 100 million claims processed annually, with 99% of claims processed within the service-level agreement
- More than 1.3 million enrollments per annum, with 98% of changes processed within 48 hours
- More than 11 million calls handled annually, and approximately 310,000 items audited each year
- More than 25 years of experience supporting health plans using BPaaS as the delivery method

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.