



Fast and Efficient Monthly Mailings Help Keep Client Compliant



Challenge: Our customer in the healthcare industry was legally required to mail monthly account summaries to each of their plan members within five business days of their billing cycle. They had to keep their members' medical information fully confidential and protected while at the same time provide a personalized and detailed report for each of their more than 20,000 members. They needed an automated process for these monthly mailers, while abiding by HIPAA regulations and eliminating any chance of error, which could cost them their operational license. They simply didn't have the staff, time or mail processing knowledge to prepare these mailings themselves.

Solution: Our full-service mailing services were the perfect fit for this customer. Due to the confidentiality of the information that needed to be printed and mailed and to ensure that one plan member did not receive another's medical information, we worked with the client on a system of sharing files via a secure FTP and printing and mailing from multi-page PDF files which included address information that was already CASS certified, sorted and bar coded by us prior to our customers adding all the detailed, personalized information to the summary reports. That way we weren't handling all of their private data. We just separate the files, print and stuff into envelopes.

Results: The customer is now fully HIPAA compliant and the monthly reporting is done efficiently and quickly. Their members are now receiving accurate and timely monthly statements.

