

HealthID

Metavante's Web-based solution for issuing your ID and eligibility cards with ease



Metavante Healthcare Payment Solutions





There's a Lot Riding on Your ID Cards. With the growth of consumer-driven healthcare, ID and eligibility cards have become much more than just a piece of paper or plastic. They offer an opportunity to make a positive first impression on your customers. They provide a powerful means to reinforce your company's brand. And, as realtime adjudication becomes more prevalent, they represent the potential to replace time-consuming claims processes with a single card swipe.

Trust the ID Card Experts

For more than 20 years, Metavante has been providing innovative ID and eligibility card solutions to many of the nation's leading healthcare companies, including seven of the top 10 HMOs when ranked by member satisfaction. With the HealthID solution, Metavante offers a Web-based system for ID and eligibility card issuance – giving you the flexibility and convenience needed to effectively manage the production and distribution of your cards and member communications, even during the peak period of open enrollment.

A Wide Range of ID Card Options

With so many changes occurring in the healthcare industry, it's critical to have a flexible ID card solution. Whatever your card needs are, either today or down the road, you can count on HealthID to meet your unique specifications. HealthID provides you many options when it comes to creating your cards, thus ensuring that they are a strong representation of your brand.

Options include:

- ID cards or combination eligibility/payment cards
- PVC or teslin substrate
- 20 mil or 30 mil thickness
- With or without mag stripe encoding technology
- Black-and-white or full-color printing
- Stand-alone cards or cards attached to carriers/booklets or produced as a combined carrier and ID card in a teslin slab format
- Simplex or duplex printing of card carriers

Review Your ID Cards Online

Through our "self service" Web portal, you can view actual ID cards throughout the production process – and you are able to hold, review, approve or reject the production of specific groups or cards as needed, as well as make changes to the delivery method/destination. Online viewing capabilities for you means improved satisfaction for your customers. That's because they will see fewer errors on their cards, and receive better, faster information when they call you with card inquiries.

We've Got Your Communications Covered

Metavante HealthBook, a component of our HealthID solution, can meet all of your high-volume communications needs. Whether it's a direct marketing campaign tailored by demographics, customer-specific letters, enrollment kits, member guides, or benefit booklets, HealthBook can tailor your message. HealthBook combines Web-based tools for creating and maintaining formatted text and graphics with highly optimized print generation capabilities. It also includes online searching, viewing, and reporting features to save you time and paper.

Additional Benefits

- **Customizable Reporting** – View card production statistics based on group, product, cost center, and more, including the ability to download for client specific customization. The information you need to fully understand your card program is right at your fingers.
- **Consultative Care** – Metavante serves as an extension of your own staff, working with you to determine the most appropriate product for your needs. Choose your card design, set up your card program, or satisfy anything else you may need assistance with. Our experts are here to help!
- **Effective Utilization of Resources** – By relying on Metavante to be the expert when it comes to ID and eligibility cards, you can free up your resources to focus on projects that are critical to your core business. Let us manage the many challenges of ID card issuance on your behalf.
- **Unlimited Growth Potential** – With Metavante's multiple production facilities, all of which are disaster recovery compliant, you can feel confident that our operational capacity will meet your volume requirements, now and in the future. This includes meeting your needs during the hectic open enrollment period when volumes can be six times higher than the rest of the year!

Contact Us. Learn more about Metavante's user-friendly, cost-efficient solutions for managing your ID and eligibility card issuance. Call 1-800-822-6758 or visit metavantehealthcare.com.



