



RETURNED MAIL SOLUTION FOR MEDICAID UNWINDING

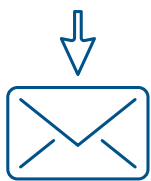
// THE BACKGROUND

With the end of Medicaid Continuous Enrollment and the return to normal eligibility determination, states and counties are terminating enrollment for individuals who fail to return their Medicaid renewal or supply the required documentation for continued eligibility. Many of these individuals have not made updates to their Medicaid cases during the last three years. Renewal applications are sent to the individual but are often returned and undeliverable as addressed (UAA) due to address changes or outdated information. Handling the return mail has been left up to county staff, but with thousands of pieces of returned mail, counties are left overwhelmed and understaffed to process all the returned mail.

// THE SOLUTION

OPEX has the solution for processing returned mail: an intelligent document scanner with integrated mail opening and extraction, powered by OCR software. This solution automates the entire return mail handling process from sorting to database searches. It combines multiple manual steps into one seamless workflow that requires minimal prep and labor. Clean return mail is loaded directly into the Falcon+® RED™ system and opened. The contents are scanned and intelligent data capture software performs full OCR (optical character recognition) to match client information to the existing database to find a new address.

THE RETURN MAIL PROCESS



Mail is received



Mail is scanned directly from envelope



OCR Software scans address



Addresses are verified and updated



Mail is resent to correct address

// KEY RESULTS



SIGNIFICANTLY REDUCED NEED FOR MANUAL LABOR AND ADDITIONAL STAFF



70% OF MANUAL PROCESSES REMOVED WITH AUTOMATION



CONSIDERABLE COST SAVINGS FROM REDUCED LABOR AND PROCESSING TIME

// OPEX'S RETURN MAIL SOLUTION SOLVES FOR:



NOT ENOUGH LABOR TO
MANUALLY PROCESS
RETURN MAIL



INTENSE MANUAL
PROCESSING AND DATA
CLEAN-UP



FAILURE TO COMPLY WITH
NEW REGULATIONS THAT
CAN LEAD TO FINES

COMPLY WITH CMS REGULATIONS

For county and state human or social service agencies handling Medicaid enrollment, complying with federal CMS regulations is crucial. The automated return mail processing and outreach capabilities of OPEX Falcon+ RED can help agencies meet these regulations, ensuring that follow-up on returned Medicaid Renewal packets is conducted promptly and accurately. This compliance helps to maintain Medicaid and other program eligibility for clients.

SAVE TIME, LABOR, & MONEY

With the OPEX Falcon+ RED, valuable caseworker time is saved, as the system efficiently handles the opening and scanning of returned envelopes. Additionally, by reducing the labor-intensive processes involved in mail handling, the system leads to reduced labor costs and improved productivity, offering one of the fastest ROIs on the market.

ENHANCE HEALTHCARE COVERAGE

The strain on the USPS, particularly during the COVID-19 pandemic, has caused an increased likelihood of undelivered mail. This can lead to lost coverage and impact care for Medicaid member recipients. By efficiently handling peak mail volumes and automating return mail processing, the Falcon+ RED helps state and county departments manage their Medicaid member base recipients effectively and maintain consistent healthcare coverage.



OPEX[®] FALCON⁺ RED[™]

Falcon+ RED combines OPEX's innovative one-touch scanning process with the most efficient mail opening and extraction unit on the market, the Model 72[™] Rapid Extraction Desk (RED). The Falcon+ RED workstation has five programmable sort bins for operations requiring additional sorting capabilities. With this technology, returned mail can be processed as soon as it's received directly out of the envelope. By automating returned mail processing, overall mail deliverability is improved, and costs are significantly reduced with minimal labor needed.

HAVE QUESTIONS? CONTACT US. // opex.com // info@opex.com

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