

Powering Data Exchange for Carriers - Faster, Easier, at Scale

Ideon simplifies the exchange of data between carriers and benefit-focused InsurTech platforms

The Problem

For carriers, enrollment and ongoing member management is a mission-critical function. It requires an increasing number of resources to keep up with industry changes, and to build and maintain the proper connections to a growing number of InsurTech platforms for efficient data exchange.

How Ideon Helps

Carriers leverage our connections to numerous InsurTech platforms for flexible, secure, and accurate enrollment processing. Critically, we build to the carrier: we integrate with the carrier's existing method of data exchange and ensure enrollment information is sent pre-validated, normalized and standardized in preferred formats.

The Result

We enable carriers to efficiently and accurately exchange data with multiple InsurTech platforms at scale without having to build the connections themselves and with little or no IT investment

By partnering with Ideon, carriers gain several advantages through our one-to-many integration:

Flexibility

The Ideon team handles the complex group plan configuration so that the carrier receives the identifiers in order to process enrollments. Ideon builds carrier-specific eligibility criteria into our API validations to ensure clean enrollment information is received before it is sent in the carrier's preferred format (e.g. API, EDI, flat files, LDEX, or custom format).

Open Enrollment and Renewals

It's imperative that Open Enrollment and renewals run efficiently with a high first-pass submission rate. We establish communication channels with each carrier, set clear timelines, and proactively audit data from the carrier's system to ensure elections are processed accurately and timely.

Unrivaled Auto-Reconciliation

Ideon proactively identifies enrollment discrepancies to ensure that all member data is in sync between carriers and InsurTech platforms. We compare the InsurTech platform's current demographic and enrollment information against what the carrier has on file to surface discrepancies immediately.

Ongoing Maintenance

Our APIs support year-round member-management requirements across lines of coverage—including additions, terminations, qualifying life events resulting in coverage changes, and demographic changes.

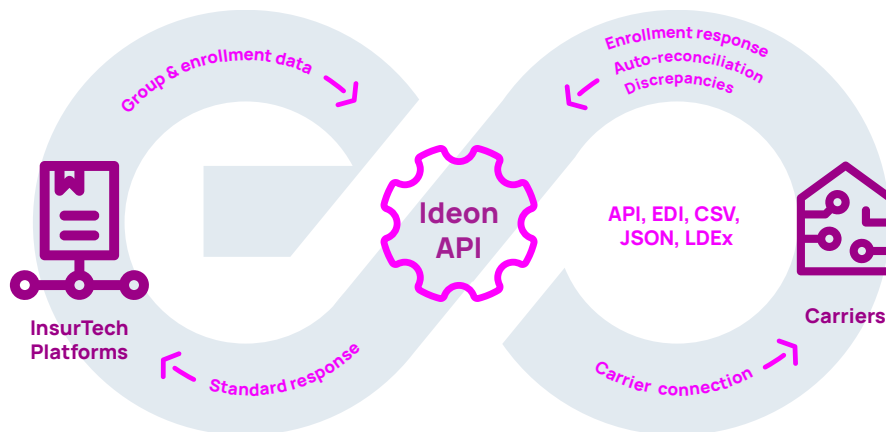
Next-Level Enrollment Experiences For All. Powered By Ideon.

Cutting-edge Technology. Secure, Accurate, and Supported.

We ensure peace of mind for your data exchange in three important ways:

- 1. Secure** Our security infrastructure is engineered from the ground up with robust policies that have passed and achieved both the HITRUST Certification (r2) & System and Organization Controls 2 Type II (SOC 2) audit to ensure our clients' and partners' sensitive information are secure and protected.
- 2. Accurate** Our API employs carrier validation, eligibility criteria, and data translation needed in order for clean data to be delivered to the carrier.
- 3. Expertise** Our operations team is composed of InsurTech experts who oversee and complement our technology with a human touch, providing a clear escalation path when needed.

Data Validation/Aggregation



Platform Network

Collect and transmit group and member enrollment data. Receive a standardized response from carriers on enrollment status.

Ideon

Process and distribute enrollment information to carriers. Provide pre-carrier transmission validations and standardized carrier errors reducing time spend reconciling data.

Carrier Network

Receive a standardized feed of enrollment data aggregated from multiple sources providing benefit administration services. Return the status of enrollments to a single source for distribution to platform partners.

Let's Get Started

Leverage Ideon's APIs and expertise to enhance your enrollment process and create powerful user experiences for your customers. To learn more, please visit: www.ideonapi.com or contact us at: sales@ideonapi.com.