PlanCompare ONE

WiPro Integration

CONNECTURE DRX

PLAN YEAR 2023

ConnectureDRX Documentation

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About Connecture

For more than 20 years, ConnectureDRX has been developing innovative, compliant Medicare enrollment and drug transparency technologies, unparalleled distribution networks and actionable healthcare insights to deliver a personalized member experience that contributes directly to our customers' growth.

We support all Medicare plan types and multiple ancillary products. Our 130 health insurance carriers have over 5,700 plans on our platforms and boast 94% of the PDP market, 90% of the MA/MAPD market and 78% of the MedSupp market. We also serve more than 100 FMOs and agencies.

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Introduction

This documentation is to outline our functionality related to WiPro Integration. This functionality is designed to support customers that have a contract with WiPro to validate Member Beneficiary Identifier (MBI) during the enrollment process. This validation is designed to proactively catch incorrect MBI numbers entered by users, which may delay or deny a beneficiary's enrollment after submission. Additionally, customers can validate the beneficiary's Part A and Part B effective dates and Subsidy eligibility for D-SNP plans.

Process Overview

In the enrollment form, a beneficiary's MBI number is validated via an API call to WiPro. WiPro validates the MBI by cross-referencing the beneficiary's last name and date of birth with the MBI entered by the user. If the member's last name and/or date of birth does not match the MBI entered, an error is displayed. If validation fails due to a mismatch between the MBI number and member's information, or the MBI number is not found, an error message will be presented to the user. This configurable message will appear at the top of the Eligibility Information page as well as at the field level. This message gives the user the opportunity to review the MBI number entered. The user will still be allowed to proceed to the next page of the enrollment.

Additionally, the member's provided Part A and Part B effective dates can also be validated against the MBI entered. If the MBI and date of birth provided match, the Part A and Part B effective dates are evaluated. If the dates do not match what the user provided, the message will display the correct associated Part A and Part B effective dates for this MBI. The user can correct the dates or they can proceed with the enrollment with the original dates provided.

The third validation option is for Dual Eligible Special Needs Plans (D-SNP). When a member is enrolling in a D-SNP plan, the WiPro validation will check the subsidy eligibility level for the MBI provided by the user. If they are not eligible for the D-SNP plan based on the information provided, the message will display this information letting the user know they may not be eligible based on the MBI provided. They can still proceed with the enrollment.

A carrier identifier is included in the validation call to WiPro. Customers will be billed by WiPro for each call made.

Customers who wish to use this functionality should contact their Customer Success Management team.

The screenshot above shows a scenario where a valid MBI number with the correct date of birth is provided. The Last name does not match the MBI and date of birth provided. The Part A and Part B effective dates do not match the dates associated with the MBI number and date of birth. Additionally, this plan is a D-SNP plan and this MBI is not eligible for this plan type.
User can adjust information provided or continue with the enrollment application.