Member data accuracy can erode at a rate of ~3% per month[1]

Improve, monitor and maintain member data with MemberPoint.®

Member data is a critical feed to almost every workflow in a healthcare organization, yet that data becomes outdated very quickly. How can healthcare organizations keep up with members' changing lives?

MEMBER DATA IS OFTEN NOT CURRENT, CORRECT OR COMPLETE[2]

5-10% of individual contact information provided by commercial carriers is incorrect

15-20% of individual contact information provided by employers is incorrect

25-30% of individual contact information provided by Medicare is incorrect

40-50% of contact information provided by Medicaid is incorrect

8-14% of medical records have erroneous information tied to an incorrect patient identity

Solving for these inaccuracies is necessary for driving efficiency across business processes and improving care coordination and delivery, while focusing on containing costs. For example, Medicaid re-enrollment can drop as much as 30% in managed care organizations due to incorrect member contact information.

LexisNexis® MemberPoint® solves the member data challenge

Member information is in a much greater state of flux than most payers realize. There are more cell phone numbers than people in the United States, and the number of job changes, name changes and relocations all combine to make the currency and accuracy of member contact information questionable at best. To facilitate the verification, ongoing maintenance and protection of member identity data, LexisNexis MemberPoint allows payers to:

- Fill in and augment member profiles
- Ensure care management and other outreach departments have current contact information
- Leverage a unique identifier in place of sensitive information like SSNs and DOBs
- Maintain information on highly-transient members
- Improve transparency into minor populations through public records linking

The LexisNexis difference

MemberPoint is uniquely positioned in the market as a result of data and linking technology.

- LexisNexis Information Sources – access to nationwide, historic and continually refreshed data from more than 10,000 sources on more than 276 million active identities and 40 million more underbanked* individuals than traditional credit bureaus
- LexID® – proprietary linking algorithm links millions of data sources down to a single identity that can also be used as an alternate identifier within a payer's ecosystem
- HPCC – a proprietary computing platform that allows for petabytes of data to be aggregated, managed and stored seamlessly

How it works

LexisNexis MemberPoint delivers all the information you need to know about your members and enables you to integrate that information into your operations.

MemberPoint cleans and enhances your membership files with information from our vast public records using LexID and the LexisNexis HPCC computing platform. The result is a member profile containing the most current and comprehensive information available.

When LexisNexis receives a customer's membership file, it cleanses the file—identifying and updating inaccurate, duplicate and incomplete records. It also applies our LexID technology to identify, link and organize information quickly with a high degree of accuracy. Finally, our process augments the file with additional new contact information and verifies key individual input data such as gender and date of birth.

Member Records → Input Member Records → Advanced Linking Technology → Data Corrections Applied → Corrected Files Returned

LEXISNEXIS CAN VALIDATE AND APPEND CRITICAL PIECES OF INFORMATION INCLUDING:

Address

Phone numbers

Deceased

SSNs and more

The quality and protection of member identity data is essential for containing costs, reducing risks, meeting regulatory requirements and quality goals, and improving member satisfaction.

LexisNexis solutions are trusted by payers, providers, pharmacies and best-in-class organizations nationwide.

LEXISNEXIS CLIENTS CHOOSE MEMBERPOINT FOR ITS PROVEN VALUE IN MANY AREAS, INCLUDING:

- Reduced returned mail expenses
- Lowered medical expenses from more effective clinical outreach programs
- Improved engagement for better HEDIS/STAR ratings and member satisfaction

For more information, call 866.396.7703 or visit risk.lexisnexis.com/healthcare

LexisNexis®
RISK SOLUTIONS

Health Care

About LexisNexis® Risk Solutions

At LexisNexis Risk Solutions, we believe in the power of data and advanced analytics for better risk management. With over 40 years of expertise, we are the trusted data analytics provider for organizations seeking actionable insights to manage risks and improve results while upholding the highest standards for security and privacy. Headquartered in metro Atlanta USA, LexisNexis Risk Solutions serves customers in more than 100 countries and is part of RELX Group, a global provider of information and analytics for professional and business customers across industries. For more information, please visit www.risk.lexisnexis.com.

Our healthcare solutions combine proprietary analytics, science and technology with the industry's leading sources of provider, member, claims and public records information to improve cost savings, health outcomes, data quality, compliance and exposure to fraud, waste and abuse.