

Willis Towers Watson's enhanced customer service experience

# Eligibility and Enrollment Appeal Response Service



Reviewing and responding to eligibility and enrollment appeals is an important yet time-consuming task for many plan sponsors. Willis Towers Watson can help alleviate your burden by researching and responding to appeals related to eligibility and enrollment for group health and welfare plans.

While our work in this area varies based on each employer's needs and the other vendor's involved, our services are summarized below.

## Eligibility and enrollment appeal response servicing

Willis Towers Watson's Eligibility and Enrollment Appeal Response Service is designed to conduct research and process determinations for Level 1 and 2 appeals concerning eligibility and enrollment issues related to your group health plans. Our service includes:

- Collaborating with you to define criteria and clear decision rules, and scenarios for which inquiries can be automatically approved or denied
- Providing your participants with responses to their group health and welfare eligibility and enrollment appeals, based on guidelines established and provided by your plans\*

- In certain cases, escalating guidance inquiries to you that fall outside of the guidelines we initially established
- Assisting you with participant eligibility inquiries received in writing by providing all correspondence, contact recordings, system information and other data relevant to the eligibility inquiry

## Activity tracked for reference and workflow management

All activity from start to finish is tracked inside our case management system, giving our team and you a real-time view of the eligibility inquiry and all steps leading to resolution. In order to ensure a coordinated and streamlined process, we incorporate the following into our standard operating model:

- Scan and store all eligibility inquiry correspondence and documentation to provide real-time online access to all relevant information
- Provide you with quarterly reports of activity for trend analysis
- Recommend corrective/proactive action to resolve issues and identify process improvements

\*To the extent that a group health and welfare plan claim or appeal does not relate to an eligibility or enrollment issue (such as a claim related to medical benefits under a plan), you or your carriers retain this responsibility.

## Eligibility and enrollment appeal response service summary

Activity	Standard service	Appeal response service
Educate your participants on the business rules you established for eligibility and enrollment inquiries for Willis Towers Watson-administered health and welfare plans	✓	✓
Process transactions that you designate as approved	✓	✓
Provide detailed instructions for completing an appeal in the event one of your participants' challenges your business rules	✓	✓
Work with you to define automatically approved scenarios that don't require an appeal	✓	✓
Work with you to define all scenarios that can be automatically approved or denied, and respond directly to your participants		✓
Provide you with data relevant to eligibility appeal upon request	✓	✓
Provide your participants with responses to eligibility and enrollment appeals that have been escalated to you for review		✓
House all eligibility and enrollment appeal correspondence and documentation in Willis Towers Watson's administration system		✓
Answer your participant's questions throughout the appeal process	✓	✓
Track activity in case management system	✓	✓
Provide you with quarterly reporting of activity for trend analysis		✓

## About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 45,000 employees serving more than 140 countries and markets. We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at [willistowerswatson.com](http://willistowerswatson.com).



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