

MEMBERSHIP MANAGEMENT

THE CHALLENGE:

- **INEFFICIENT AND ERROR PRONE CONTRACT MEMBERSHIP MANAGEMENT**

A major pharmaceutical company manually managed over 150,000 members across more than 300 contracts in CarsIS. While utilizing the CarsIS Membership Exchange module, there were many performance, validation and quality issues. Not to mention the amount of time it took to manually process about 5 lists of 2,000 members each day.

THE SOLUTION:

- **A MEMBER MANAGEMENT TOOL**

Aspect designed, developed and implemented an efficient web-based application that feeds into CarsIS, and processes this client's contract membership lists. This member management tool supports multiple spreadsheet layouts, performs data standardization, DEA validation against the monthly purchased NTIS (US Department of Commerce National Technical Information Science) DEA list, while it enables detailed exception reporting and automated membership updates in CarsIS.

THE BENEFIT:

- **IMPROVED EFFICIENCY, DATA VALIDATION, AND ERROR REDUCTION**

This tool has dramatically improved member management for this company. Its inherent flexibility affords the opportunity to build in business policies and rules, a real plus for the client. With DEA number validation, duplicate member checking, and name/address correction, the level of data accuracy has increased significantly. Furthermore, when errors do occur, the validation process logs them.

Then a report used as a feedback mechanism, including error description per line item, is generated and returned via an Excel file to the contracting organization for correction. As a result, Customer Service has experienced a huge reduction in the number of issues.

There is also a significant reduction in manual effort. What used to take 3 days now takes a few hours. And the membership error on charge backs was cut in half, realizing a savings of literally millions of dollars each month!