

Open Enrollment

Challenge: efficient processes for member enrollments

Enrolling members is one of the most taxing, costly, and important tasks for a delight customers health plan. Doing it the traditional way – sending forms to applicants to fill in, sign, and send back – is time consuming, prone to errors, expensive, and does not create a good customer experience. Applicants often provide incomplete or illegible input. Whether you manage enrollments directly or use an agent or broker, every hour spent chasing down forms and signatures is wasted. And worst of all, waiting on paper forms and signatures can take days or even weeks – time during which the applicant could fall prey to a competitor's offer.

The DocuSign solution

The DocuSign Agreement Cloud for HR connects and automates the entire employee experience, from offer letters to onboarding to open enrollment season. DocuSign's solutions enable applicants to fill out and sign all necessary forms online, on any device – reducing the time to complete them to minutes or hours rather than days or weeks. DocuSign's pre-built templates allow your staff to easily select the appropriate forms, and robust workflow capabilities let you specify the number of signers and the signer order. Automated reminders help speed up the process. DocuSign also provides complete reporting, audit trail, and document retention capabilities.

DocuSign key benefits

Members can access DocuSign documents from their PC or mobile devices – on iOS, Windows 8 and Android. And eliminating paper from the process saves mailing and processing costs. Automated online reminders reduce the need to make outbound reminder calls, and our pre-built templates ensures your staff can easily send out the right enrollment forms. Data captured efficiently and correctly the first time reduces time spent by internal teams re-keying data, and a more pleasant customer experience creates a distinct competitive advantage. Get started today and transform open enrollment season tomorrow.



“Small employers simply don’t have the budget to purchase web-based enrollment tools for managing their employee benefit plans. With DocuSign’s technology, health insurance companies can help employers minimize errors, increase efficiencies and ensure data is accurately transmitted at Open Enrollment and throughout the year.”

Brent Schlosstein
CEO of TRUEBenefits

About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 500,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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