

BROCHURE

AI-First Enrollment & Billing Management

End-to-end enrollment and billing operations for healthcare payers

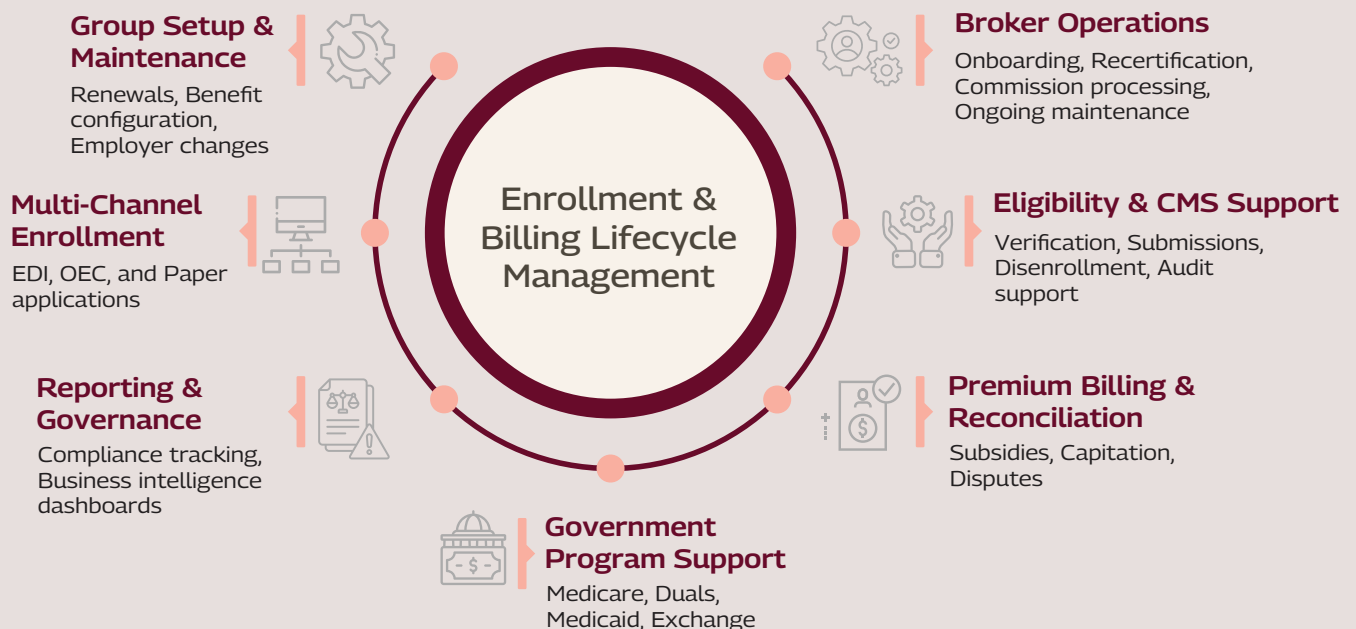


Managing modern health plans often happens in a complex operating environment and comes with significant challenges, including fragmented systems, enrollment complexity, regulatory pressure, and seasonal volume surges. As a result, billing inaccuracies, inconsistent member experiences, and other process inefficiencies become more common in health management.

Tech Mahindra's AI-first Enrollment & Billing Management capability helps payers manage this complexity with precision, scale, and confidence. By unifying enrollment, premium billing, and revenue reconciliation on a single operational backbone, we help organizations improve accuracy, remain compliant, and deliver a seamless member experience.

End to End Enrollment & Billing Capabilities

Our Enrollment & Billing Management services span the complete member lifecycle across Commercial, ACA, Medicare, and Medicaid lines of business. The offering combines deep domain expertise, AI-enabled automation, and scalable global delivery to support payers across routine operations and peak enrollment seasons.



Our AI-Powered Enrollment Solution

	Intake of Enrollment Requests Paper / Email / Fax / Upload	Automated Medicare eligibility verification BEQ/ MARx checks	Enrollment validation & CMS transaction creation Enrollment Processing	QA, audit sampling, and CMS audit prep Compliance Review
AI solution	AI Document Understanding (OCR + extraction) RPA (enrollment push)	Gen AI based automation for retrieval and update	Business Rules Engine + Gen AI/ RPA for File assembly and secure submission supported with analytics	RPA for evidence gathering + template population Gen AI for case summary (timeline + decisions)
Benefits	30-35% FTE reduction - Faster turnaround - Better data quality - Scalable for AEP/OEP spikes	70% automation - Reduced CMS rejections - Strong compliance & audit trail	20-40% reduction in CMS reject - Less rework - Improved SLA	30-35% time saving - Faster QA & audit prep - Stronger compliance posture

Proven Impact for Healthcare Payers

99.7%+ Enrollment Accuracy Improved enrollment accuracy beyond 99.7% with standardized workflows and automation	35% Operational Efficiency Improved enrollment accuracy beyond 99.7% with standardized workflows and automation	Always Compliant Regulatory Compliance Maintained continuous compliance with evolving CMS and state regulations	4X Scalable Operations Scaled operations up to 4x during AEP/OEP using proven seasonality management models	Real-Time Visibility Revenue Transparency Gained transparency into revenue with real-time reconciliation and analytics
---	---	---	---	--



Client Success Story

Member Enrollment Support

Global Benefits Administration

30% Cost Savings

CHALLENGE	SOLUTION	IMPACT
Staffing constraints and long wait times during Annual Enrollment Periods impacted service quality and member satisfaction.	Introduced rolling volume forecasts, ramped bilingual & remote teams, retained skilled agents via ambassador engagement model.	15% higher agent productivity, near-zero abandonment

Why Trust Tech Mahindra

We support leading U.S. healthcare payers through high-volume enrollment and billing operations delivered from the U.S., India, and the Philippines. Our teams combine experienced agents with automation to deliver consistent outcomes on a scale.

~1.5M Enrollments processed annually	1000+ Experienced Enrollment agents	> 99.8% Turnaround time compliance	> 99.5% CMS acceptance rate
> 99.7% Enrollment accuracy	> 99.7% Billing Accuracy	> 99.8 Recon accuracy	22% Automation delivered



Start Your Enrollment Transformation

Connect with Tech Mahindra to explore how our AI-first Enrollment & Billing Management capability can strengthen your operations and member experience.

Write to us at: ContactHCARE@TechMahindra.com



About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 146,000+ professionals across 90 countries, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit <https://www.techmahindra.com/>.



www.techmahindra.com

www.linkedin.com/company/tech-mahindra

www.twitter.com/tech_mahindra

Copyright © Tech Mahindra Ltd 2026. All Rights Reserved.

Disclaimer: Brand names, logos, taglines, service marks, tradenames and trademarks used herein remain the property of their respective owners. Any unauthorized use or distribution of this content is strictly prohibited. The information in this document is provided on "as is" basis and Tech Mahindra Ltd. makes no representations or warranties, express or implied, as to the accuracy, completeness or reliability of the information provided in this document. This document is for general informational purposes only and is not intended to be a substitute for detailed research or professional advice and does not constitute an offer, solicitation, or recommendation to buy or sell any product, service or solution. Tech Mahindra Ltd. shall not be responsible for any loss whatsoever sustained by any person or entity by reason of access to, use of or reliance on, this material. Information in this document is subject to change without notice.