

# How Caprock HealthPlans Won Business With CEEM

## The Caprock Story

Caprock HealthPlans is a Third Party Administrator formed in June of 2000 with offices in **Lubbock, Phoenix, San Antonio, & Amarillo**. Caprock HealthPlans is an **industry experienced company focused on technology and operationally advanced methods**. Our greatest resource is found in our people and in their desire to anticipate our member's needs and provide them with service above and beyond their expectations. We offer turnkey self-funded health plan administration and reporting in a multi-faceted model with real time transaction reporting.



105 Employees



43,000 Lives



Four Locations

Lubbock, Phoenix, San Antonio, & Amarillo



CaprockHP.com

## The Challenge

Large groups with complex eligibility criteria and custom billing services that required an online, flexible eligibility management solution.

## Why CEEM

Implementation & Operational experience on many of the industry's best claims platforms.

*"CEEM's capabilities and flexibility have allowed us to successfully meet the challenges and demands of groups and brokers," Jason Connor, AVP of IT*



Working  
hand in hand

### True Partnership

Coteva worked hand in hand with us when we acquired a 17,000-life carrier-based client group. This client's enrollment and billing were unique and complicated and required custom development by Coteva. **Without Coteva working together with us through the entire acquisition process to get the group built and members into CEEM, the implementation process would not have gone as smoothly as it did.**

Won

4,000

Life Group

### Broker CEEM Portal & Consolidated Billing

We were able to effectively bid on, and win, a 4,000-life group because we had CEEM. There were two requirements outlined on the RFP that CEEM was able to fulfill. **One was a broker portal** allowing the broker access to handle enrollment, eligibility management, billing functions, and reporting. The other was the **ability to produce a consolidated bill** encompassing their wide variety of benefits such as medical, dental, life, disability, flexible spending accounts and supplemental products. Without these two requirements and the countless other CEEM capabilities we would not have won this business.



Access to group  
data at any  
time

### Robust Product Configuration

CEEM allows for robust product configuration tailored to the specific needs of each customer. With CEEM's export wizard you can use a client's real-time data to make quick on the fly changes if needed, or to use that data as a template when building other groups. **Having access to all your data, when you need it, has made configuration much more efficient.**