

Implementation Timeline

1. FINALIZE AGREEMENT

Sign Reseller Agreement and pay the first quarter's fee.

3. ONBOARDING

Once you obtain confirmation from a group to move forward with the Claims Retrieval Program, use the online onboarding form along with the census file. The census file template is included in your welcome email.

Onboarding Form: roveranalytics.com/onboard

DAY 3 EMAIL EMPLOYER

Email your group the materials included in the welcome email. These materials will assist your groups with communications to their employees explaining what the program is and how to grant EOB access.

DAY 5-15 EOB RETRIEVAL

Employees login to the claims retrieval portal to grant access to their EOB statements. The data will be transmitted to a secured database within 24-hours.

DAY 11-15 TECH SUPPORT

Unlimited inbound calls and emails to Rover to assist employees with any login issues is provided. Plus, (2) outbound calls to non-registered employees.

DAY 15-16 CLAIMS REPORT

(1) De-identified aggregate claims file and (1) "Claims by Member Report," will be provided for analysis. The portal will be deactivated after the report is delivered.

2. WELCOME EMAIL

Use our Marketing-Tool-Kit to assist in your presentations and communications to clients and/or prospects. Rover is available for your first 60-days to join you on conference calls or Zoom Meetings.

DAY 1-3 ACCOUNT SETUP & TESTING

Once we receive all documents, Rover will create the portal and upload the census file and test the connection with the site contact. The portal will automatically email all employees a registration link. If the employer does not provide a census file we will supply a direct link for self-registration.

DAY 3-5 COMMUNICATION

Employer sends out communication materials to employees about participating in the Claims Retrieval Program.

DAY 11 REMINDER EMAILS

After the program launch, Rover will provide a report to the employer of all employees who have not yet registered. The Consultant or Rover will send reminder emails to those individuals.

DAY 14 LAST CHANCE

Remind employer to send final emails out to non-enrolled employees before campaign ends.