



Innovative Software Solutions, Inc.

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ISSI's Correspondence-Tracking System (Corr-Track)

ISSI's Correspondence-Tracking System (Corr-Track) allows for the electronic capture of all letters and statements printed from the ISSI system. These PDF copies can be recalled and reprinted on demand. Corr-Track integrates seamlessly with *ISSI Ultra* and other proprietary software products, providing complete telephone message and correspondence accountability. Because the module fully integrates with the entire ISSI Benefit Administration System, Corr-Track documents where data is collected on a program-by-program basis.

Corr-Track records important mail or telephone information, helping resolve Participant, Retiree, and / or Provider issues quickly. The system stores information as to who called/why they called or who wrote/why they wrote and the date the contact was made. Salient features of the Corr-Track system are as follows:

Features:

- Work Flow functionality provides users with an interactive queue allowing for quick identification, management and processing of correspondence records
- Email notifications sent when updating the owner of a correspondence record
- Record PDF snapshots of every EOB (if applicable), statement, and/or letter printed from the ISSI Benefit Administration System
- Recall and reprint copies of letters and statements on demand
- One-click access to create a new Corr-Track log when taking phone calls
- One-click access to view the full Corr-Track history within the ISSI screens
- Maintain Corr-Track records for Participants, Dependents, Employers, Retirees, Providers, etc.
- Attach documents of varying formats (i.e. PDF, Word, Excel, Image, Email) to Corr-Track records
- Track the staff's follow-up requirements and resolution history
- Ample space for free form, user-entered comments
- On-demand robust and comprehensive reporting options
- Parameter driven, maximizing efficiency and flexibility

For additional information on Corr-Track, please contact Andrew Devine at (856) 910-9190 ext. 429 or

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