

Reach Members with Missing and Incorrect Phone Numbers

The top challenge with member engagement is missing or outdated phone numbers and contact information. Some payers see up to 50 percent of phone numbers with missing or incorrect information. Tabula Rasa HealthCare, MedWise HealthCare's parent company, has an exclusive partnership with Prove to receive automatic contact information updates, helping to fill the gaps and increase member engagement.

Prove's Fonebook™ is a registry of tokenized customer identities that manages, adds, and automatically updates member phone numbers. It helps MedWise HealthCare contact members more effectively.

Proven results

MedWise HealthCare used Prove's Fonebook™ technology to examine records with missing or inaccurate phone numbers for a health plan. MedWise HealthCare was able to correct the contact information, translating to an increased Comprehensive Medication Review (CMR) completion rate.

40,000

records examined with missing or inaccurate phone numbers

87%

of records corrected

20%

increase in CMR completion rate



Increased member engagement can result in better quality measures and cost savings.
Discover better contactability today!



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