

CCG x Network Health: A Client Case Study

Introduction

- Network Health
 - Wisconsin-based health plan with 162,500+ members
 - 5-star CMS & NCQA ratings in 2025
 - Mission: create health and strong Wisconsin communities
- A long history with various systems = inefficient onboarding, 35-day median completion, and high administrative burden
 - Challenge: streamlining a cumbersome onboarding process
 - Solution: advanced workflows via a strategic partnership with CCG
 - Impact: efficiency, accuracy, and enhanced broker relationships
- Network Health's testimonial

The Challenge

Network Health, a locally owned and operated health plan serving Wisconsin, is dedicated to providing an exceptional experience for its members. A key component of that business model involves managing their vast network of agents and brokers. However, the onboarding process for these partners created a host of problems, both internally and externally.

Prior to 2013, Network Health relied on a manual, paper-intensive process for onboarding and managing agents. Keeping up with the high volume of incoming brokers created a constant bottleneck: **on average, it took 24 hours of administrative work and 30+ days total to onboard one agent.** This significantly delayed the agent onboarding process and thus each agent's ability to sell, frustrating brokers and placing an unsustainable burden on Network Health administration.

They needed a robust, efficient system that would:

- Manage agent and broker compensation.
- Streamline onboarding.
- Provide better visibility into their data.

The Solution: Agent Management System

To tackle these challenges, Network Health implemented SAP Incentive Compensation Management (now Agent Performance Management) in 2013. This implementation created stability but did not eliminate their cumbersome manual filing system for agent management. Thus, in 2020, Network Health said “goodbye” to paper and moved to a fully electronic system for filing agent records.

Despite the improvement, Network Health recognized the need for even greater efficiency. After working with SAP to upgrade to an updated version of ICM, they partnered with Cahaba Consulting Group to optimize the system and configure it to fit their unique needs. This partnership with CCG eventually led to the version of APM used by Network Health today.

CCG also implemented Agent Connection, a self-service agent portal, and Agent Onboarding in 2023. Together, these systems dramatically improved the relationship between Network Health, their agents, and their customers.

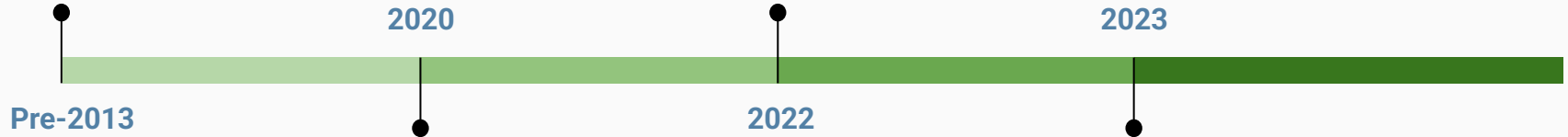
Agent Management Journey

Move to ICM

Network Health replaces a cumbersome, home-grown agent and commissions management system with Incentive Compensation Management (ICM).

Partnership with CCG

Recognizing the need for greater efficiency, Network Health upgrades to a modernized version of ICM (now Agent Performance Management) and partners with CCG to optimize it.



Going Paperless

In March 2020, Network Health moves to a fully electronic filing system for filing agent records.

A New Agent Portal

SAP launches Agent Connection (AX), a portal specifically designed for agents to easily access and manage their data.

The Solution: Automated Workflows

Mass Case Creation

The “Mass Case Creation” workflow eliminated the inefficiency of manual input, thanks to the introduction of Excel file upload functionality. This workflow allowed Network Health to create numerous contracting cases simultaneously, drastically reducing administrative time expenditure.

Contracting

The “Contracting” workflow streamlined the process of managing DocuSign packages, ensuring a standardized and automated contracting process.

Posting

The “Posting” workflow enabled Network Health to automatically update their internal APM system with data from completed contracts, ensuring accuracy across platforms and maintaining data integrity.

Producer History

The “Producer History” workflow centralized all cases related to a specific producer into one location, providing a comprehensive view of their activities for better management.

Onboarding

The “Onboarding” workflow invited prospective agents to provide necessary information and complete a NIPR integration for PDB report and appointments with OCI.

The Impact: Quantifiable Results

35 → 0 Days

Reduction in median onboarding time for agents

95.91%

Percentage of onboarding cases completed and closed within 7 days

24/7

Agent access to book of business information through Agent Connection, a self-service agent portal

1,200+

Cases processed with automation

6 Days

Median contracting completion time, with 52% complete within 7 days

The Impact: Quantifiable Results

The collaboration between CCG and Network Health produced clear, quantifiable results, such as:

- **Drastically reduced onboarding time:** The median onboarding time dropped from over 30 days to a remarkable 0 days.
- **Increased efficiency:** The new system boasts a high success rate, with 95.91% of agent onboarding cases completed within just 7 days.
- **Improved broker engagement:** The introduction of the AX portal provided brokers with 24/7 self-service access to their book of business, something brokers had been requesting for years. AX implementation led to a substantial reduction in calls and emails to the internal team.
- **Significant ROI:** This solution saved Network Health “several hundreds of dollars” as compared to quotes from similar portal vendors.

The Impact: Qualitative Results

Beyond the numbers, the qualitative results speak for themselves.

The automated agent onboarding and management system ensures **data consistency** and provides **real-time visibility** into agent status.

Broker satisfaction has increased, with one agent noting that the new website “**actually works and things are where you think they are, that is great, makes things easier.**”

An agent previously taxed with retrieving MBI numbers via telephone, a task which is now accomplished through the AX portal’s lookup functionality, joked, “**Network Health will never hear from me again.**”

In Their Words

"Cahaba Consulting Group (CCG) has been instrumental in transforming our agent and broker management and compensation processes at Network Health. Their expertise with SAP Agent Performance Management (APM) software has directly addressed our need for a robust and efficient system. Thanks to CCG, we now have a more streamlined and effective system for managing our agents, brokers, and their compensation."

The Conclusion



Transformation

Moving from a manual to an automated agent onboarding and management system



Transparency

Obtained through real-time self-service book of business access for brokers



Efficiency

Achieved by decreasing administrative burdens and creating same-day readiness



Innovation

Demonstrated through the adoption of new systems and upgrading of existing ones



Optimization

Refining and making the most of management and commissions systems through configuration and future workflows



Partnership

Improving partner relationships and creating opportunities for ongoing collaboration

The Conclusion

Network Health's successful transition to an optimized agent and broker management system stands as a testament to CCG's deep understanding of SAP Agent Performance Management and their commitment to delivering tailored solutions that drive tangible business benefits.

The partnership has not only created significant efficiencies and cost savings but also has fostered a more positive and empowering experience for Network Health's agent and broker partners, positioning the company for continued growth and success.

Thank You!