



Transform the Way You Communicate with Members

Taylor is a proven partner in the healthcare industry with decades of experience providing preferred communication methods and robust reporting capabilities. We understand the health of your business is connected to clear and concise healthcare member communications that increase response rates and expedite payments. With uncompromising commitment to protecting patient privacy, Taylor is compliance certified in handling confidential data. We provide a host of products and services to streamline your communications, allowing your focus to remain on quality care.

Keeping You Compliant

Taylor's CCM practice is designed to keep you compliant with the ever-changing list of government, industry, and internal regulations by which you must abide. We have both in-house subject matter expertise and reporting services to prove your program is compliant. Rigorous testing protocols and formalized re-servicing processes enable us to deliver on SLAs with timeliness and accuracy.

Ready to streamline your communications?

Contact your sales representative today!

Solutions to Fit Your Needs

Print Production where Taylor ensures your communications are delivered accurately and on time with maximized postage savings. Our experience in transitioning internal print shops is unparalleled.

Taylor Access is a portal that provides 24/7 transparency, compliance, and control for all your EOBs, welcome letters, provider statements, and more.

Taylor Editor is a self-service portal that allows your team to manage document creation, e-communications, edits, and approvals all in one place.

Preference Center will help streamline and manage your members' print, email, and SMS text delivery options with unlimited preference configurations and support for multiple languages.

Email & SMS allow you to deliver communications to your members via email or text messaging with full integration to their print communications. Robust reporting and analytics support compliance and strategic planning.

Taylor ePay allows your members to pay their invoice via ACH, credit card, and PIN-less debit cards while integrating with their email and SMS communications.

Personalized Video Communications combine the impact of video with the relevance of personalization to explain complex communications to your members, reducing call center volumes.

Statement Marketing allows you to lower your print production costs by partnering with complementary, trustworthy brands to leverage your envelope space.