



Forge Slashes Shipping Processing Time by Over 50% for Large Blue Health Plan Client: A Case Study in Operational Excellence

About Our Client

Forge's client is a leading non-profit healthcare company and integrated delivery network that is deeply committed to member well-being. This commitment extends to the precise and timely delivery of mandated documents—critical for member communication and essential for strict regulatory compliance.

The Challenge: Navigating a Sea of Manual Processes

Before partnering with Forge, our client mandated documents and fulfillment teams faced a significant challenge: their legacy shipping processes were heavily reliant on manual data entry from physical delivery tickets. This wasn't just time-consuming; it was a bottleneck. Human error was a constant risk, directly impacting our client's ability to consistently meet stringent Centers for Medicare & Medicaid Services (CMS) compliance deadlines. The sheer volume of documents—think directories and formularies—demanded a more robust, automated, and compliant shipping solution. The cost of manual intervention was rising, and real-time visibility into critical member communications was elusive.

Forge's Solution: Precision Integration, Proactive Automation

Forge stepped in as our client's strategic partner, implementing a transformative solution centered around integrating TEC Mailing Solutions' Parcel Prep system. Our multi-faceted approach was designed to overhaul and optimize their entire shipping operation, with a relentless focus on efficiency, compliance, and technological advancement.

Phased Integration: We initiated the Parcel Prep implementation in strategic phases, prioritizing immediate efficiency gains in postal processing and address validation. This laid a strong foundation for comprehensive automation.

Automation Development: A cornerstone of our solution involved the ongoing development of automation. We engineered the system to generate daily Parcel Prep import files directly from our client's existing Pace data, virtually eliminating manual data entry and drastically reducing processing time and potential errors.

Operational Training & Support: To ensure a smooth transition and maximize user adoption, Forge provided comprehensive training and continuous support, guiding our client's teams seamlessly from their manual workflows to the fully integrated Parcel Prep system.

Future-Proofing: Looking ahead, Forge has already outlined and planned the next phase of automation, including integrating barcode scanning for ad hoc shipments, which promises even greater efficiency and accuracy.

Forge's Core Contributions:

Fulfillment Expertise: We optimized the physical handling and preparation of mandated documents, streamlining them for shipment.

Technology Integration Leadership: Forge spearheaded the complex integration of TEC Mailing Parcel Prep with both Forge and our client's existing systems, ensuring seamless compatibility and uninterrupted data flow.

Process Optimization Mastery: We meticulously redesigned workflows, transitioning our client from labor-intensive manual tasks to automated, streamlined operations that fully leverage Parcel Prep's capabilities.

The Forge Impact: Tangible Results, Measurable Success

The integration of TEC Mailing Parcel Prep, expertly led by Forge, has delivered substantial and measurable benefits to our client. We didn't just meet their initial challenges; we significantly surpassed operational expectations.

Exceptional Time Savings: Our automated process has resulted in approximately 8.5 hours saved per day for 200 shipments, effectively freeing up a full-time equivalent resource. This empowers both our client and Forge staff to focus on more strategic initiatives, rather than manual shipping processes.

Unprecedented Compliance & Timeliness: Our client now consistently achieves CMS mandates, such as mailing directories within three days, and frequently exceeds these requirements with an impressive one-day turnaround. This not only strengthens our client's regulatory standing but also ensures members receive critical information promptly.

Enhanced Data Visibility: Our client's mandated documents team now receives daily tracking numbers, providing unprecedented transparency and significantly improving their ability to track shipments and adhere to service level agreements (SLAs).

Peak Operational Efficiency: The elimination of manual address entry for batch shipments has drastically reduced human error and expedited the overall shipping process, contributing to a reduction in processing time of over 50%.

Significant Volume Processed: Since October 2025, over 22,000 directories and formularies have been shipped, with more than 10,000 of these efficiently processed through the new Parcel Prep system.

What Our Client Says:

"Working with Forge has been a gamechanger for our mandated document operations. The integration of Parcel Prep didn't just solve our manual bottlenecks; it transformed how we manage critical member communications. We're seeing enhanced speed and accuracy, and it's allowed our team to focus on more strategic initiatives. We truly appreciate Forge's expertise and support throughout this process." – Client Team Member