

PRODUCT OVERVIEW

Member Onboarding ID Cards

Turn mandatory ID card communications into elevated welcome moments that drive engagement, reinforce trust, and create value for your members and your business. As a leader in member onboarding, mPulse delivers always-accurate communications while going beyond the basics, making it easy to deliver personalization at scale, maintain compliance, and stay in control.

Deliver Modern Member Experiences

Create a seamless, multi-channel onboarding experience by integrating ID cards with enhanced health welcome letters and member guides, while extending access through digital wallets and member portals.

Easily Personalize at Scale

Power onboarding experiences with dynamic card designs and stickers that drive next-best action. Send any data file type to inform design and easily tailor ID cards to meet individual, family or household needs.

Take Creative Control with Self-Service

Add, modify, or remove content through self-service tools before and after file processing. Access reporting and search archive library to track how communications evolve or restore prior versions.



Feature Highlights

Compliance & Accuracy

- Proprietary QA process
- 99.5% on-time deliverability
- First-class postage

Digital Capabilities

- Digital Wallet
- Reports and Archive Library
- Unlimited user access
- Viewable in portal

Personalization

- Stickers with QR codes
- Tailored CTAs
- Dynamic designs
- Multiple languages supported

Proven Scale

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of U.S households receive mPulse onboarding materials annually