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Fiserv to Provide Member ID Cards and Secure HSA Cards for Humana's Commercial and Dental Segments

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today that it has been chosen by [Humana Inc.](#), a leading healthcare company headquartered in Louisville, Ky., to provide member identification cards and secure health savings account (HSA) cards for Humana's commercial and dental customer segments.

As the largest provider of subscriber identification cards in the U.S., Fiserv has deep experience in the manufacturing of healthcare cards as well as the scale and capabilities necessary to handle Humana's year-end production volumes. Humana will now have access to best-in-class production management tools and client support via the WC3[®] web-based client portal. Via the portal, Humana managers can track production in real-time and access ship dates, mail piece content and inventory status. Humana will also get the confidence that comes with multiple locations and stringent disaster recovery procedures, to help ensure uninterrupted service.

"Fiserv has handled our Medicare Part-D member ID cards since 2005 and we have been pleased with the level of service and customer support that we have received," said James Thomas, Director of Commercial Billing & ID Card Operations, Humana. "We are confident that Fiserv can handle all of our production volumes — especially at the critical year-end timeframe. We were also impressed that they offer innovative products like mobile ID healthcare cards to ensure that we are well positioned to meet the future needs of our members."

"In today's changing environment, healthcare organizations are increasingly challenged to reduce administrative costs and maximize productivity, at the same time they are serving the needs of subscribers and patients," said Jorge Diaz, president, Output Solutions, Fiserv. "With Fiserv, companies like Humana get the size, scale and efficiency of a large transactional composition, print and delivery organization, with the simplified approach associated with using a single supplier that understands the healthcare industry."

Additional Resources:

- | Humana Inc. - <http://www.humana.com/>
- | Output Solutions from Fiserv - <http://www.fiserv.com/customer-channel-management/output-solutions.htm>

About Humana, Inc.

Humana Inc., headquartered in Louisville, Kentucky, is a leading health care company that offers a wide range of insurance products and health and wellness services that incorporate an integrated approach to lifelong well-being. By leveraging the strengths of its core businesses, Humana believes it can better explore opportunities for existing and emerging adjacencies in health care that can further enhance wellness opportunities for the millions of people across the nation with whom the company has relationships.

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) is a leading global technology provider serving the financial services industry, driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more information, visit www.fiserv.com.

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