

# The Journey Behind Every Mailing: The People and Expertise Powering Print Mail Fulfillment Services

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## At a Glance

- The Print Mail Fulfillment Services (PMFS) team brings together program managers, technical specialists, equipment operators and mailroom experts who manage every step of the communication lifecycle—ensuring accuracy, security and smooth execution from file intake through final mail delivery.
- Each year, the team manages more than 4.8 million inbound and outbound mailings, supporting critical communications for members, providers and partners while maintaining precision, safeguards and reliability. They print a significant share of these communications in-house.
- The PMFS team continually looks for ways to work smarter, and in 2025 brought 30 print jobs in-house—an efficiency upgrade that delivered approximately \$150,000 in savings that year and shortened mail delivery times.

Long before a member receives a postcard or letter from Point32Health, their communication has already taken a journey—one built on coordination, accuracy and care. What arrives in a member's mailbox may look straightforward, but it's actually the final result of a well-choreographed production process.

At the heart of that journey is the Print Mail Fulfillment Services (PMFS) team—a group whose work is rarely seen but felt by every member, provider and broker we serve who relies on timely, reliable information throughout the year.

## The Hidden Network Behind Every Mailing

PMFS sits within Workplace Enablement, but its reach extends across the entire organization. That means every communication—from a benefits update to a tax form—passes through PMFS's network of people, systems and safeguards designed to ensure it is compliant, secure and delivered on time. More than just putting ink on paper or preparing envelopes, the team uses high-speed equipment, barcoded controls and computer verification tools to ensure accurate and audit-ready communications.

### On the Print Mail Side:

- Production workflows are managed with precision
- Fully composed letters are validated
- File integrity is checked and rechecked
- Formatting and timing are aligned with regulatory standards
- Service levels and audit trails are maintained

### On the Inbound-Outbound Mail Side:

- Inbound mail is received and sorted
- Outbound mail is coordinated with USPS and national carriers
- External vendors are coordinated
- Delivery timing is monitored and verified

Every step is intentional. Every safeguard is deliberate. Every communication is treated as essential.

## The People Who Make It All Work

Behind the systems and workflows is a team of specialists whose roles interlock like gears in a machine.

➤ **Program Managers**

They oversee timelines, testing, compliance, vendor relationships and audit controls—ensuring every communication meets regulatory expectations and member needs.

➤ **Technical Specialists & IT Partners**

They maintain systems, protect data integrity and troubleshoot issues before they can disrupt production.

➤ **Print and Insertion Operators**

They manage complex equipment, execute production schedules and ensure materials are produced accurately and efficiently.

➤ **Mailroom Staff**

They sort, prepare and hand off communications to carriers—serving as the final checkpoint before anything leaves the facility.

“Each role is essential,” explained Jim McClymont, Senior Manager of Print & Mail Services. “A delay in one area can ripple across the entire operation and ultimately impact our members’ experience. PMFS succeeds because our colleagues operate with shared accountability and a commitment to excellence.”

### **The Scale of the Work**

PMFS manages more than 300,000 outbound and 100,000 inbound communications on average each month across multiple lines of business, with volume surging during peak periods such as Annual Enrollment, year-end tax processing and the January 1 plan year reset.

The transition from December 2025 to January 2026 was one of the most complex operational windows in recent years. Stability during that period required tight coordination across teams, vendors, and systems—and PMFS delivered.

### **Driving Savings and Building Strength for 2026**

Throughout 2025, PMFS began investing in strengthening internal capabilities to prepare for the year ahead. Key initiatives included:

- Expanding in house processing for select workflows
- Enhancing audit files for traceability
- Refining verification processes
- Improving issue tracking protocols
- Updating process flows to reduce manual intervention

As part of these efforts, the team assessed areas for efficiency gains and identified 30 print mail jobs that could be insourced. They moved these jobs—mailings such as member and non-member letters, welcome kits, contracts and more—in-house, resulting in \$150,000 in savings and quicker delivery times.

Improvements in 2025 also created stronger controls, clearer documentation and greater operational agility heading into 2026.

### **Looking Ahead: Modernization and Momentum**

In 2026, PMFS will continue modernizing operations by:

- Streamlining workflows
- Increasing reporting transparency
- Strengthening vendor oversight with structured scorecards
- Reducing manual touchpoints
- Retiring legacy processes
- Advancing system standardization

These efforts will continue improving operational predictability and collaboration across the organization. Colleagues working with PMFS can expect clearer intake processes, consistent documentation and better visibility into timelines as these enhancements continue to mature.

### **Supporting the Member Experience—Every Step of the Way**

Every mailing represents important information our members depend on.

Anne King, Vice President of Workplace and Colleague Enablement, added, "Through strong safeguards, cross-functional collaboration and continuous improvement, PMFS ensures that critical communications reach members exactly as intended. Their work may happen behind the scenes, but its impact is front and center in the member experience."



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 Thank you all for all of your very important work!  
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 Love this article! Provider Partnerships generates a lot communications and the PMFS team is essential to our work. It's wonderful to see our colleagues recognized for their exceptional support.  
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 **Pagliuca, Vickie** ...  
 Such a great article – thank you for highlighting the team. You are truly appreciated! All of you for the organization does not go unnoticed.  
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 **Salit, Suzanne** ...  
 Thank you to the entire PMFS team for the exceptional support you provide in meeting our daily mailing needs—work that is essential to both our members and our providers. Your continued willingness to partner and problem-solve to enhance timely notifications is vital to maintaining regulatory compliance and contributes directly to our overall success. The HCS teams truly appreciate all that you do!  
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 **Mehalek, Mike** ...  
 I really enjoyed this article. PMFS is critical to our business functions, our mission, our providers and our members--but I didn't know much about it until now. Thank you for all that you do!  
 a day ago

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 This is a great team! Thank you to all these team members that support the organization every day!  
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Shout out to this awesome team, thank you for all that you do!  
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**Kokan, Sameer**

Love seeing this team in action, especially my guy Orville!  
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A dream team - thank you for all that you do!  
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