Leading provider of healthcare solutions

6+ | Years of relationship
30+ | Engagements to date

Business Problems

- **Strategic shift to consumer centric healthcare organization** than a traditional insurance focused health plan

- **Disjointed member experience** due to outdated member portal and siloed data sources

- **Data exchange latency** between multiple core systems e.g. care gaps engine, wellness & care management portals

- **Lack of insights for members** to assist with next best action

CitiusTech Solution(s) & Value Delivered

- **Cloud Data platform using Snowflake** for data liberation using enterprise-wide single source of truth, thereby enabling analytics

- **Modernized care gaps engine to drive value based program** using event driven architecture on AWS cloud for all LOBs

- **Enabling real-time data streaming for payer enterprise workflows** with Kafka based streaming platform

- **Transformed member experience across digital touchpoints** – plan shopping, post enrollment services (portals), wellness programs

3M+
Members' experience Impacted

$2.5k
Avg. OOP savings per ACA member

800+
Member portal tickets resolved within SLAs

100+
Analytics use-cases to be supported

Powering the Future of Healthcare ▶

CitiusTech