



Health Plan Member Portal Enhancement for Improved User Experience

Success Story

To improve the current experience along the customer journey for its members, a leading Health Plan developed a feature-rich & user-friendly portal to drive member engagement.

Business Impact

A leading US health plan leveraged CitiusTech's engineering & automation capabilities to upgrade its member portal with new features, improved security upgrades & UX design for an improved member experience.

10

new features added
for unified UX

~70%

less dependency on
third-party portals

100%

test automation
(staging & production)

~88%

reduction in total
test execution time

Client Requirement

The client is a large health plan with a portal for members to access & manage medical records online.

Client needed to enhance its member experience by:

- **Adding new features** such as drug lookup, pharmacy locator, OTC, medication (refills, renew, transfer), order status, retail medication, current & archived medication, & auto-refill
- **Ensuring data security** & privacy compliance

The client also needed to validate these new features through an automation suite to save time & effort.

The CitiusTech Advantage

The client partnered with CitiusTech to enhance the portal's **functionalities, security** & also address future needs. CitiusTech leveraged its user experience capabilities to ensure a better member experience.

CitiusTech's expertise in **open-source authorization framework** helped implement a secure access mechanism for the member portal.

To ensure efficient & stable portal performance, an **automated regression testing suite** was developed using Selenium & Java – in the staging & production environment – resulting in faster time to market.

Technology Overview

CitiusTech's engineering team enhanced user experience by implementing new features & security upgrades. CitiusTech also automated testing efforts, reducing the test execution time significantly. Key features of the solution include:

Open ID Connect Configuration

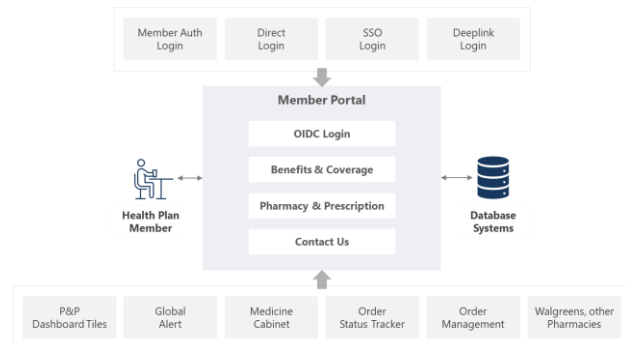
- Built OpenID Connect (OIDC) layer over OAuth 2.0 framework for third-party apps to **verify end-user identity** & obtain profile information
- Performed validation testing of new login using OIDC mechanism across multiple environments
- Identified & validated business critical workflows to ensure existing functionalities work correctly

Test Automation Suite

- Developed & maintained steady automation suite for pharmacy & prescription features
- Conducted **acceptance testing** across multiple environments to reduce QA validation time & effort
- Leveraged **Selenium testing tool** with Java to develop automation suite on client's existing Cucumber testing framework

Regression Testing

- Implemented new features such as placing an online order, tracking order status, etc.
- Performed **sanity suite & regression suite testing** after upgrading the portal with new features
- Accelerated acceptance testing during production releases with an effective regression testing strategy



Solution Schematic – Member Portal Enhancement

About CitiusTech

CitiusTech is a leading provider of digital technology and consulting services to payer, provider, medical technology and life sciences companies. With over 6,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation and industry-wide convergence for over 130 organizations, through next-generation technologies, solutions and products.

Key focus areas include healthcare interoperability, secure data management, quality and performance analytics, value-based care, patient experience, medical imaging, connected health, payer-provider convergence, care coordination and population health management. CitiusTech's cutting-edge technology expertise, deep healthcare domain expertise and a strong focus on digital transformation enables healthcare and life sciences companies to reinvent themselves to deliver better outcomes, accelerate growth, drive efficiencies, and ultimately make a meaningful impact to patients.

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