

# Case Study: Development of a Member Portal for a Leading Health Plan

## Client Requirements

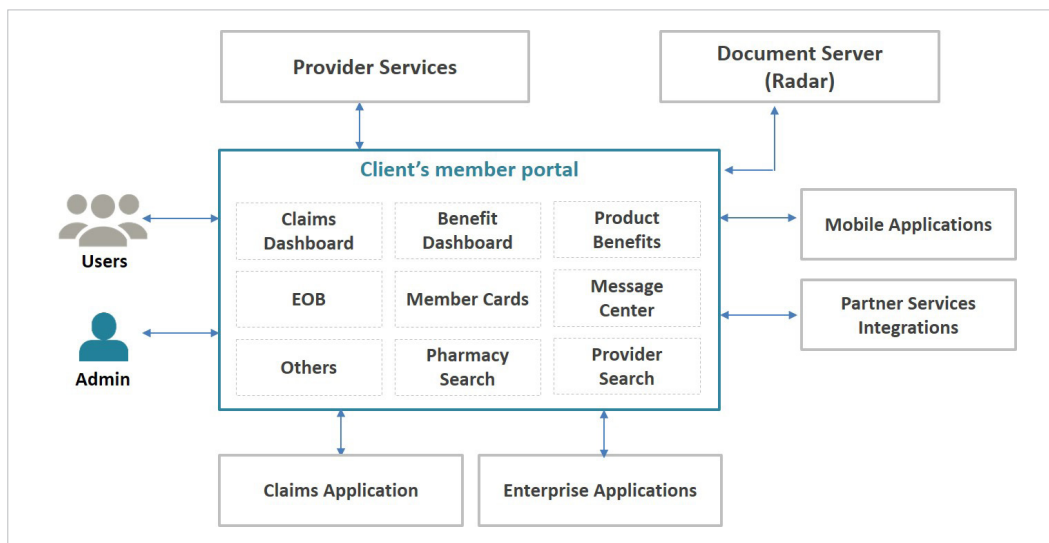
Client is a leading health plans serving more than 3 million members across United States. The client needed to develop a member portal to enhance engagement with its users and to improve rate of incident closure in a cost-effective manner. The solution was required to support multiple functionalities including provider search, claims management, benefit dashboard, message center, etc. The portal had to be implemented for 5 brand sites.

CitiusTech was selected as the preferred partner for this initiative and leveraged its deep expertise in end-to-end healthcare application development to build the solution.

## Solution Design and Development

CitiusTech designed and developed the solution that included the following:

- A dedicated team of experts in technologies such as Life ray, Spring, Hibernate, Struts and Oracle
- Design and development of new features - claims, benefits dashboard, member registration, EOB and message center
- Enhanced data model to link multiple data sources and support provider / pharmacy search functionality
- Enhanced authentication features for more secure access to the member portal
- Integrated mobile devices and third-party applications



## CitiusTech Solution

### Requirements Management

CitiusTech team followed SCRUM-based agile methodology and worked very closely with the client on various tasks including:

- Developing user stories for enhancing portal functionalities
- Cost and effort estimation for the solution
- Defining and gathering functional and technical requirements

## Value Delivered

By partnering with CitiusTech, the client was able to:

- Leverage CitiusTech's expertise in healthcare application development and mobile health to build a robust member portal
- Meet production incident closure SLA (greater than 99.0% application uptime)
- Lower cost of sustainability of the solution by offshoring the support activities (more than 80% incident closure rate / week)

## About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to healthcare technology companies, providers, payers and life sciences organizations. With over 2,900 professionals worldwide, CitiusTech enables healthcare organizations to drive *clinical value chain excellence* - across integration & interoperability, data management (EDW, Big Data), performance management (BI / analytics), predictive analytics & data science and digital engagement (mobile, IoT). CitiusTech helps customers accelerate innovation in healthcare through specialized solutions, healthcare technology platforms, proficiencies and accelerators. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare organizations worldwide.