



Modernizing Member Portal to Enhance Patient Experience

Success Story

Giving patients access to their health information is not just a stipulation under HIPAA, but is also critical to the delivery of patient-centered care. CitiusTech helped a leading health plan sustain and enhance the capability of their member portal to effortlessly serve over 3 million members.

Business Impact

A leading health plan leveraged CitiusTech's technology modernization and sustenance engineering capabilities to modernize its legacy applications, by upgrading to a custom application platform and developing must-have features in its content management system.

800+

Incidents responded & remediated annually

100%

Automation of API testing process

25+

New features added in the CMS

Client Requirement

Client is a leading health plan organization with over 3 million members across Washington, Oregon, Idaho, and Wyoming.

The client needed **sustenance engineering** support that could ensure weekly services reboot and verification, incident management, and legacy application upgrades .

It also needed to update the member portal with modern functionalities,. Other enhancement needs include - **digitization of legacy services, UI re-design, and upgrade to a new platform.**

The CitiusTech Advantage

CitiusTech's sustenance engineering team managed end-to-end sustenance requirements, including weekly reboot of servers, vulnerability assessment and library upgrades. It also provided L3 level support for technical analysis and resolution.

The team's certified AWS cloud professionals and Java technology stack experts successfully migrated the legacy applications, developed on Liferay, to the client's **proprietary digital integration framework.**

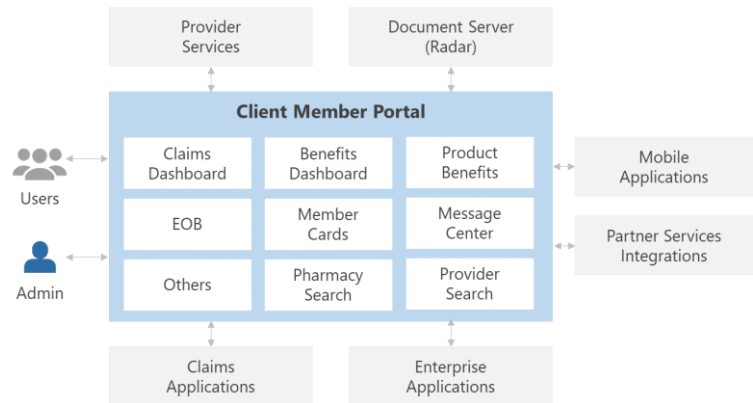
The modernization of member experience resulted in better engagement, access to healthcare data, and helped the client create a **patient-centric ecosystem.**

Technology Overview

CitiuTech's modernization & sustenance engineering team developed the following capabilities:

- Portal built on **AWS cloud** and hosted upon the client's 'digital integration framework' ecosystem
- Portal leverages multiple **AWS services** (ECS, RDS, DynamoDB, ElastiCache) to run the web and service modules of the application
- **Service Layer** to help to wrap the underlying REST APIs in GraphQL using aggregation implementation
- GraphQL layer together with ElastiCache and DynamoDB (**for session record maintenance**) to significantly improve the portal's performance and user experience
- ReactJS is utilized to develop a **scalable** and **customizable** content management system (CMS)
- The CMS contains library of custom built React Native components and an editorial interface for managing all content related components
- API suits are built using ReadyAPI for faster and **automated regression testing** of REST APIs and GraphQL queries for validating the Service Layer

- Appropriate **incident management KPIs and metrics** are selected to track and report the reliability of the system
- All web and service aggregation layers are developed using **Clojure application**



Solution Schematic – Modernizing Member Portal

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 4,000 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, platforms, proficiencies and accelerators. With cutting-edge technology, 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.

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