

Project Expertise

- ☑ UI Design
- ☑ E2E Portal
- ☑ Mobile
- ☑ Agile Delivery

Agile Product Development and Delivery of Customer Service Portal



4,000,000
Customers Served by
New Digital Platform

Challenge

The client sought to develop a consumer-facing service portal that would include a responsive website with functionality for mobile, tablet and desktop devices.

Change

Using Agile methodology, a platform was developed integrating internal and external applications to provide members a unified registration and step-up authentication system with full digital functionality.

Value

The new portal provides members the ability to view claims, explanation of benefits, modify contracts, send/receive messages from local payers and order new ID cards, amongst many other features.

Large Federal Health Payer

A large national care provider wanted to help members understand their health and wellness needs through the latest technology and take action by connecting them to the appropriate people and programs. To accomplish this mission, an end-to-end redesign, unification and digital technology upgrades were required to the existing systems. xScion supported the client from design, architecture and development through delivery of a new digital service portal.



Turn Change Into Value™
Connect@xScion.com

The Scion™ Difference



The Challenge

The client needed to transform how it conveyed information to its members through the adoption of new digital technology.

- Development of high-level design, architecture and requirements
- Agile implementation with user stories
- Member facing and internal functionality prioritization



The Change

Agile and Lean practices were used to develop a new digital platform featuring:

- A responsive website utilizing a single code-based application with functionality for mobile phones, tablets and desktop devices
- Claims, benefits and unified messaging functionality for internal and external customers
- Business, audit, security and reporting functionality with re-engineered login and claims modules and an improved user interface



The Value

The client has a one-stop shop for member information with full digital functionality (mobile, tablet and desktop) serving its 4,000,000 members that features:

- Integration with external sites such as WebMD
- Re-engineered login and claims modules with a continuously improving user interface
- Business, audit, security and reporting functionality
- Additional messaging capabilities to address new products and customer

**Turn your transformation goals into actions that create lasting value.
#TurnChangeIntoValue**