

## Healthx Member Engagement Solutions

# Consumer-Centric Solutions That Deliver Results

Your member's expectations for their healthcare user experience are increasing, driven by online experiences they have had with brand leaders like Google, Amazon and Apple. Clearly, winners in any category are those who distinguish themselves based on choice, engagement and experience. These three pillars of service drive interest, satisfaction and ultimately, customer loyalty.

Healthx can help you design and deliver member engagement strategies using cloud-based technology to better engage your members and deliver on their growing expectations. Our platform services empower your organization to quickly meet and manage the expectations of your members.

### Take Member Adoption and Usage to the Expert Level

Today's healthcare consumers trust a strong, digitally-enabled company more than others without solid capabilities. Why? Because they know and trust the levels of choice, engagement and service these companies provide. With Healthx Member Engagement Solutions we can help you skillfully execute on consumer-focused strategies that meet the high demands of your members.



*Moving to a paperless EOB resulted in 57% adoption within 3 months—saving \$317,000 in the first year.\**

\*healthx.com Southeastern Indiana Health Organization Case Study

Members can interact with the plan using consumer-friendly desktop and mobile tools to make informed decisions and take action:

**Create and update profiles.** Create an account via your branded portal, provide demographic information and indicate communication preferences.

**Review and manage benefits.** Access all benefit and eligibility information, print and view summary of coverage and benefits (SBC), print or order ID cards, check FSA balances, view prescription benefits, pay premiums, ask questions and download forms.

**View claims and check status.** View and print EOBs and medical claims details, view and print prescriptions claims, submit claim questions, and make contribution payments on claims.

**Find providers.** Search and compare providers and facilities based on location, specialty, accepting patients, status, gender, and more. Manage and change a PCP.

**Check prior-authorization status.** Search and review the status of your provider authorizations by your primary care provider or another provider.

**Manage health and wellness.** View health care plans, gaps in care, take online Health Risk Assessments, review their Personal Health Record, access online health libraries and manage online wellness programs.

### Empower Payer, Provider and Patient Collaboration With Quick Delivery of a Proven Technology with Healthx Provider Portal Solutions

**Healthx Mobile App** technology gives members access to their information wherever they are, whenever they need it. **GPS integration** in our Provider Directory narrows the provider search to the location of the member. Imagine offering enrollment using mobile tools and having the ability to communicate with personalized notifications.

At Healthx we know communicating with members is more than just delivering the level of digital experience members want. For some it's a matter of making it possible to use a native language that makes sense to them. That's why we offer **Multi-Language Support** for over 100 languages. Imagine increasing customer satisfaction when members receive a notification from you in their native language for an Explanation of Benefits (EOB) or claim that is ready to be viewed.

### Monitor and Evaluate Online Interactions to Fine-Tune Engagement Strategies

Working closely with our clients, we know that a significant return on investment is achieved with the Healthx **Member Engagement Solution**, whether it's on a laptop, tablet or mobile device. The Healthx Member Engagement Solution has dashboard functionality to monitor and evaluate portal activity so you can quickly adjust content and tactics that will leverage your more successful touch points.

### Healthx Member Portal - Base Application

- Design and branding
- Security self-service
- Member data inquiry
- Account management
- Notifications Communications
- Content management system

### Member Engagement Services

- Integrations
- Multi-language support
- Mobile apps
- Provider Directory
- Gaps in Care

### Mobilize the Member Experience Now with Greater Success



**Healthx's cloud-based digital engagement platform is technology agnostic.** Any data source technology you currently use is easily interfaced with Healthx member engagement tools to customize the member experience and empower their healthcare decisions.



**Healthx Technology is scalable and secure.** Our platform uses the highest levels of internet security including secure browsers, data encryption and SSL protocol.



**Healthx helps payers with compliance with NCQA and state-specific regulations.** Our member adoption and utilization engagement model will help you to more effectively identify opportunities for improvement in delivering on member expectations and corporate goals.

Healthx is the healthcare industry's leading digital engagement platform for connecting payers, providers, consumers, employers and brokers. Founded in 1998, Healthx is one of the first healthcare technology companies to offer a cloud-based platform for member engagement and provider collaboration resulting in 20 million logins annually. Today, more than 170 healthcare payers across the U.S. rely on Healthx solutions.

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