Healthx Member Engagement Services

Smartphone and Tablet Access for Mobile Members

Conditioned by on-demand, digital experiences in the retail and financial worlds, today's health plan members expect instant access to healthcare and benefit information.

With Healthx Mobile Services we can show you how to deliver mobile apps using cloud-based technology and high-impact channels to better inform and engage all of your members. Go mobile quickly by leveraging the Healthx Platform with mobile services and more.

Within the first six months of launching the Healthx Mobile App, one client experienced a 168% increase in mobile activity on our member web-based solution.*

Go Mobile with Health**x**

Make it easy to grow your business by enrolling members from their smartphone or tablet.

Create value with Healthx Multi-Language services that translate information in a language that members prefer.

Deliver branded mobile apps using iTunes and Google Play.

Improve member engagement with built-in GPS location of practitioner services through the Healthx Provider Directory.

Make digital payments for co-pays and benefits with just a few clicks.

Present personalized content to motivate members to take action where it's needed.

With Healthx Mobile Services members can digitally interface with your plan quickly and easily to:

View eligibility – effective dates, current primary care physician information, summary of benefits and coverage, out-of-pocket costs, and deductibles.

View claims – claim details, claim status, paid date and explanation of benefits.

Access personalized content and information – newsletters, announcements, network information, plan information, FAQs, glossary of definitions and care plans.

Find a Provider – by searching on PCP, facility, location, languages, and affiliations.

Utilize plan workflows and send secure messages – send questions or instructions to customer service on claims, eligibility, primary care physician changes, address changes and request a new ID card.

Check authorizations – review services and treatment plans that have been authorized and approved.

Check financial transactions – view premium payment history and bank authorizations. View flexible spending account balances.

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.

References:

* www.healthx.com AmeriHealth Case Study

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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