

PRODUCT OVERVIEW

Member Portal

Improve member experience and help members easily navigate their healthcare needs through user-friendly, on-demand access to all the tools they need in one, central Member Portal.

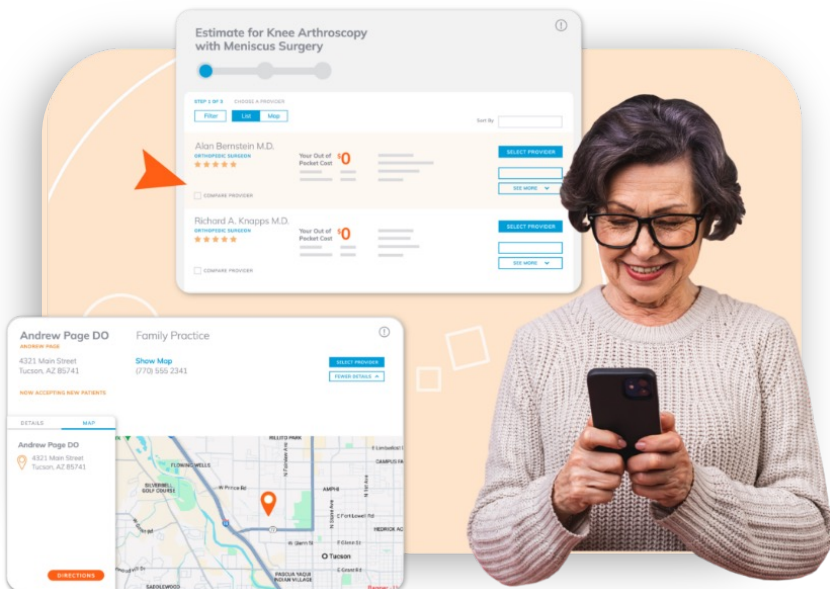
Deliver Empowering and Personalized Experiences

Personalize Portal experiences to each of your member's unique health journeys through our Personalization Engine and Content Management tools. Portals give your members tools to learn and engage with their benefits, find quality care, and achieve their health goals through shared care plans.

Improve Efficiency with Self-Service

Reduce costs from call centers and empower health access through easy-to-use, self-service tools for members to:

- ✓ Find a provider
- ✓ View their coverage details and benefits balances
- ✓ View their claims history in real-time
- ✓ Estimate treatment costs
- ✓ Interact with their care team
- ✓ Engage with targeted health education content



Feature Highlights

Member Experience

- Personalization Engine
- Content Management System
- Provider Search
- Care Cost Estimator
- Customer service workflows, including live chat
- Mobile-responsive experience & mobile app
- Configurable look and feel
- Multi-language capabilities

Care Coordination

- Shared Care Plan
- Shared Health Record
- Medication Management
- Health Risk Assessment

Integrations & Security

- Built-in IDP functionality
- Data flexibility & security
- User account management
- HIPAA privacy with family access permission