

**SKYGEN**

***TRANSFORM22***

# PRODUCT DEVELOPMENT ROADMAP



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# SOLUTION PORTFOLIO 2022 ACCOMPLISHMENTS

## Transforming the delivery of healthcare benefits through technology innovation



### TPA SERVICES

- OCR
- Contact Center Productivity Solutions
- Formalized Continuous Improvement function



### SaaS BENEFITS AUTOMATION PLATFORM

- ACGM Improvements
- Payments integrations
- CSM
- CAM
- Billing Improvements



### MARKETPLACE CONNECTIVITY SOLUTIONS

- Member Mobile App
- Dental Hub
- Producer Portal
- Member Vision App
- Individual Enrollment Portal



### ANALYTICS & INTEROPERABILITY

- Data Warehouse Expansion
- APIs for partner integration support
- APIs for Interoperability



# SKYGEN PRODUCT DEVELOPMENT ROADMAP

## Digital

- Modern Portal Launches
- Revamp Portal Experiences
- Adjacent Digital Tools

## Efficiencies

- Intelligent Automation
- Member conditional benefits
- User experience and workload improvements

## Interoperability

- REST APIs
- Data Warehouse
- Vendor Integrations

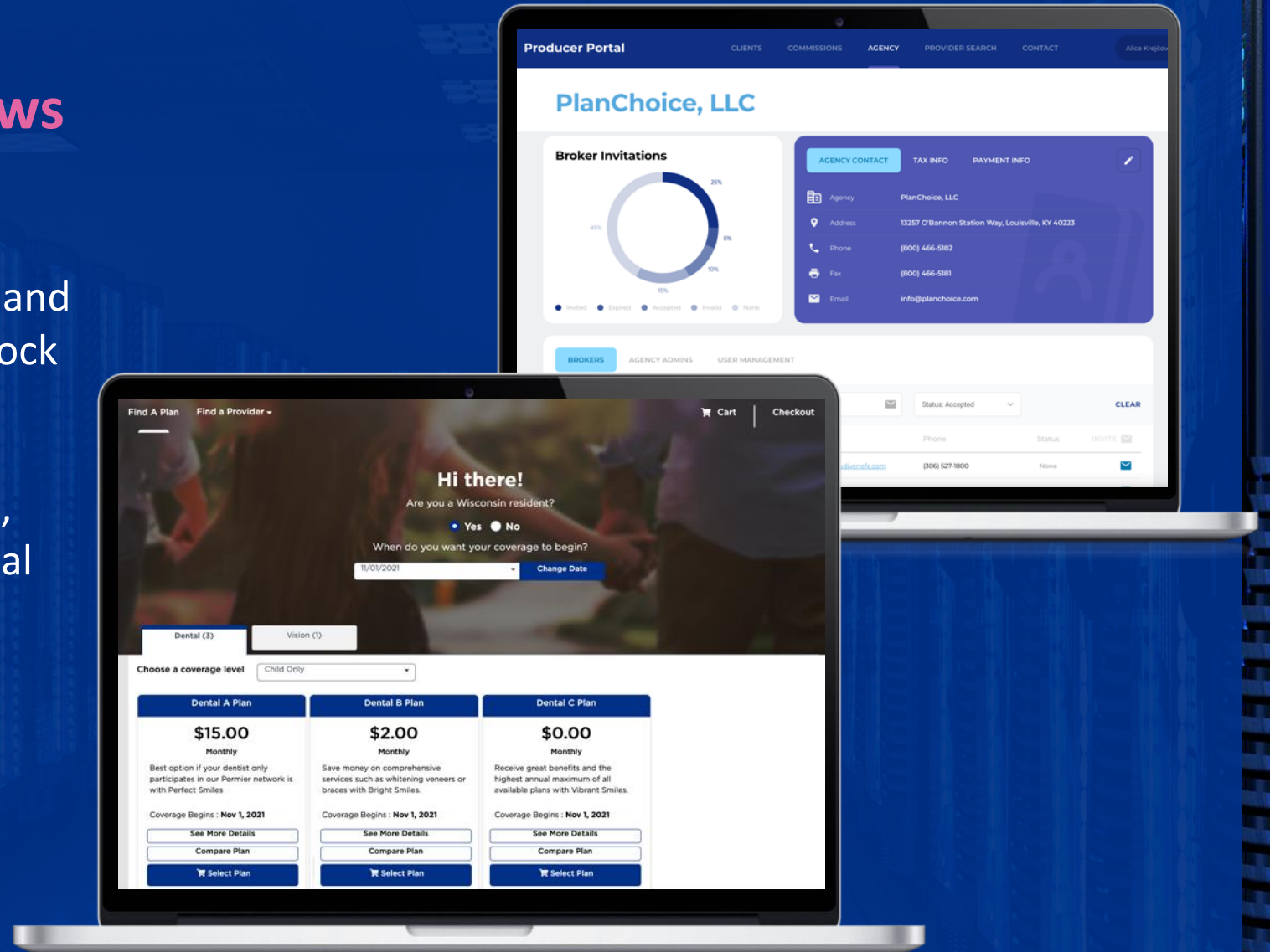
## Regulatory

- HITRUST & Security
- Next Gen OH Medicaid
- No Surprises Act

# MODERN PORTAL LAUNCHES

## Transform to digital workflows and real-time transactions.

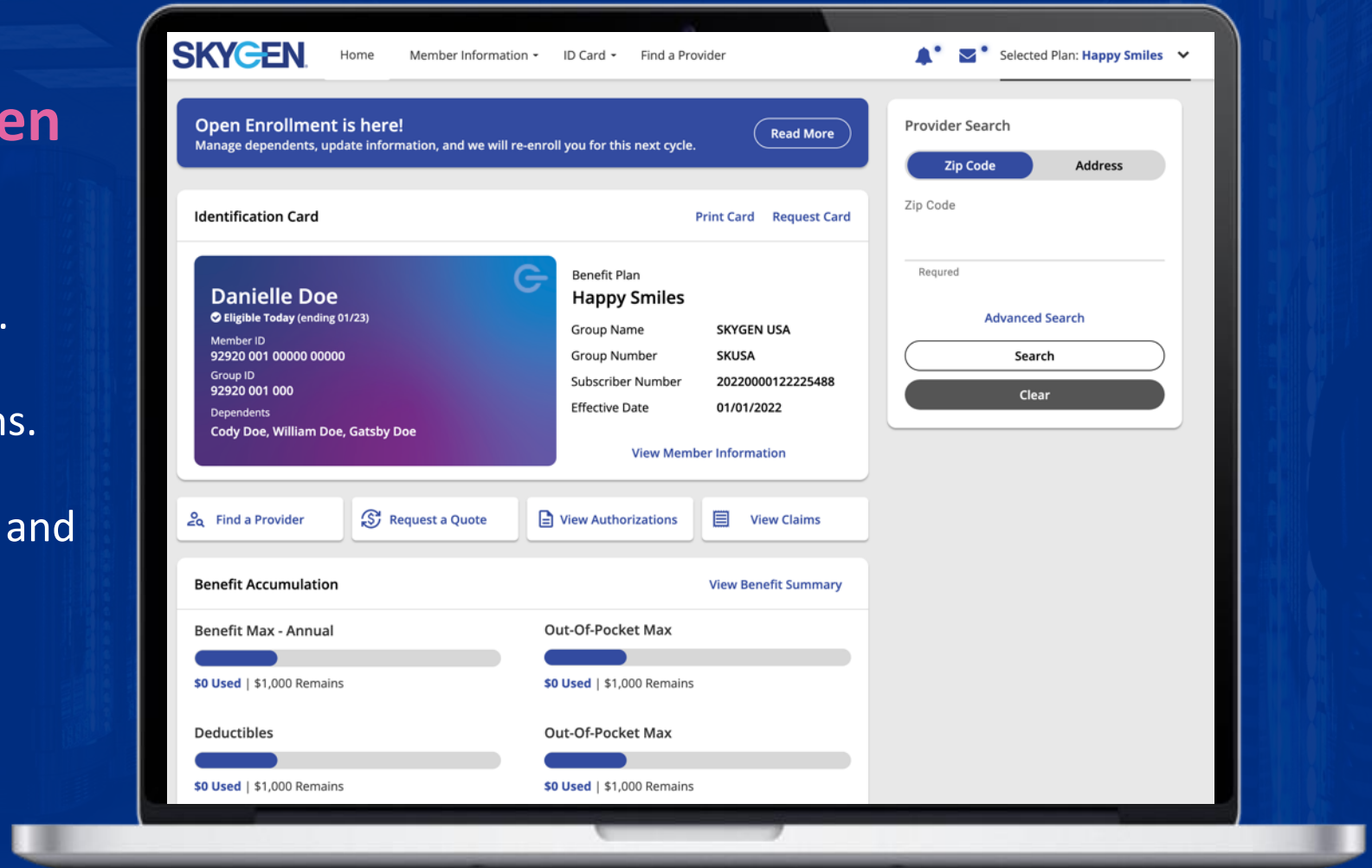
- Producer portal for agencies, brokers and internal sales reps to manage their block of business in real-time.
- Shopping portal for members to shop, purchase and enroll family in individual plans.



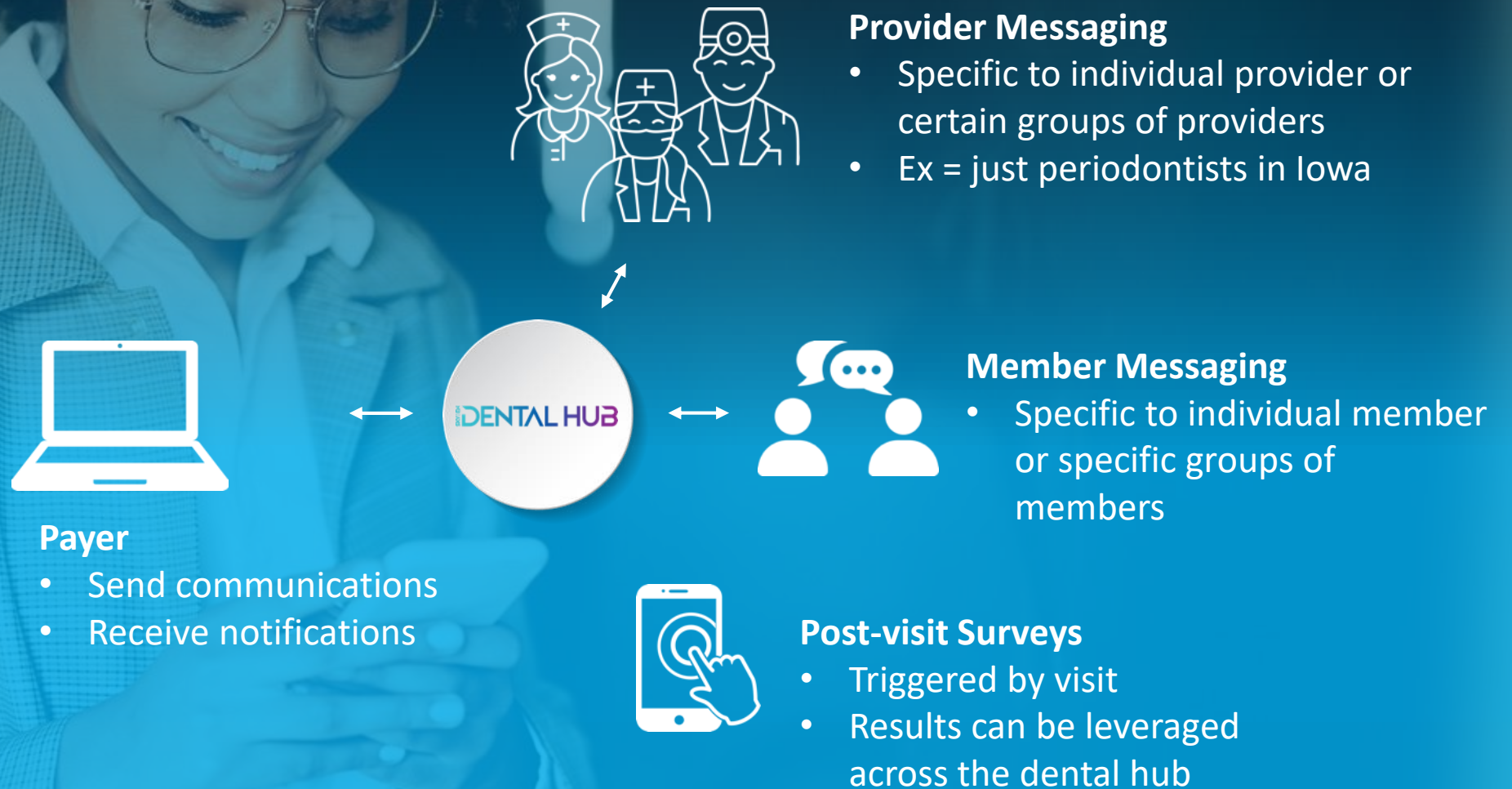


## Transform digital engagement to user-driven experiences.

- Modernize member experiences.
- Empower groups and associations.
- From anywhere! Desktop, tablet and mobile responsiveness.



# ADJACENT DIGITAL TOOLS





# EFFICIENCIES

## Intelligent Automation

- Robotic process automation (RPA).
- Machine Learning (ML).
- Natural Language Processing (NLP).

## Business scenarios

- OCR claim intake
- IVRs / Chatbots
- Ongoing Provider Monitoring
- And more...

## Workload Efficiencies







- **Enable simple access to data**

- Permit easy access from any platform or device
- Enable seamless integration and usage with reporting, analytics, and data integration tools
- Support any type of data source

- **Support client usage**

- Enable creation and transfer of requested data extracts
- Permit direct use for reporting and analytics
- Enable self-service client access to the Data Warehouse





- **Data Warehouse APIs built using OData (Open Data Protocol)**

- Provide a flexible REST-based protocol for querying and updating data
- Provide a uniform way to describe the data and the data model for easy interoperability
- Enable using and combining data from multiple sources



- **Implement interactive BI data visualization software, e.g., Power BI**

- Integrate with the Data Warehouse and the Enterprise System
- Permit access to different data sources and direct use for reporting and analytics
- Consider future scalability and AI integration capabilities



→ **HITRUST & Security**

→ **Next Generation OH  
Medicaid**

→ 275 (attachments)

→ 278 (prior authorizations)

→ **No Surprises Act**

