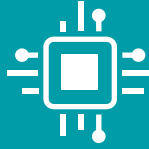**Power Your Digital Engagement Strategy with**

SKYGEN PORTALS

SKYGEN®

Digital self-service tools have become the cost of entry in the era of online healthcare. For payers ready to connect with their stakeholders online, SKYGEN offers standalone and integrated portal solutions that power user-driven experiences with commercial, government and individual dental and vision plans. SKYGEN's portals enable payers to accelerate a digital strategy that increases member, provider, group and broker engagement and satisfaction.

Online experiences are expected in the age of digital healthcare, and now, members want more. They want to manage their benefits 24/7 from any device, and when they run into a question, they want to try helping themselves first. The preference for self-service is part of a growing customer experience trend that offers more than just communication in digital relationships. The user experience has become as important to buying decisions and customer loyalty as the products and services being offered.

85%
CUSTOMER SERVICE INTERACTIONS WILL START WITH SELF-SERVICE BY 2022
Source: Gartner

88%
OF CUSTOMERS EXPECT COMPANIES TO HAVE AN ONLINE SELF-SERVICE PORTAL
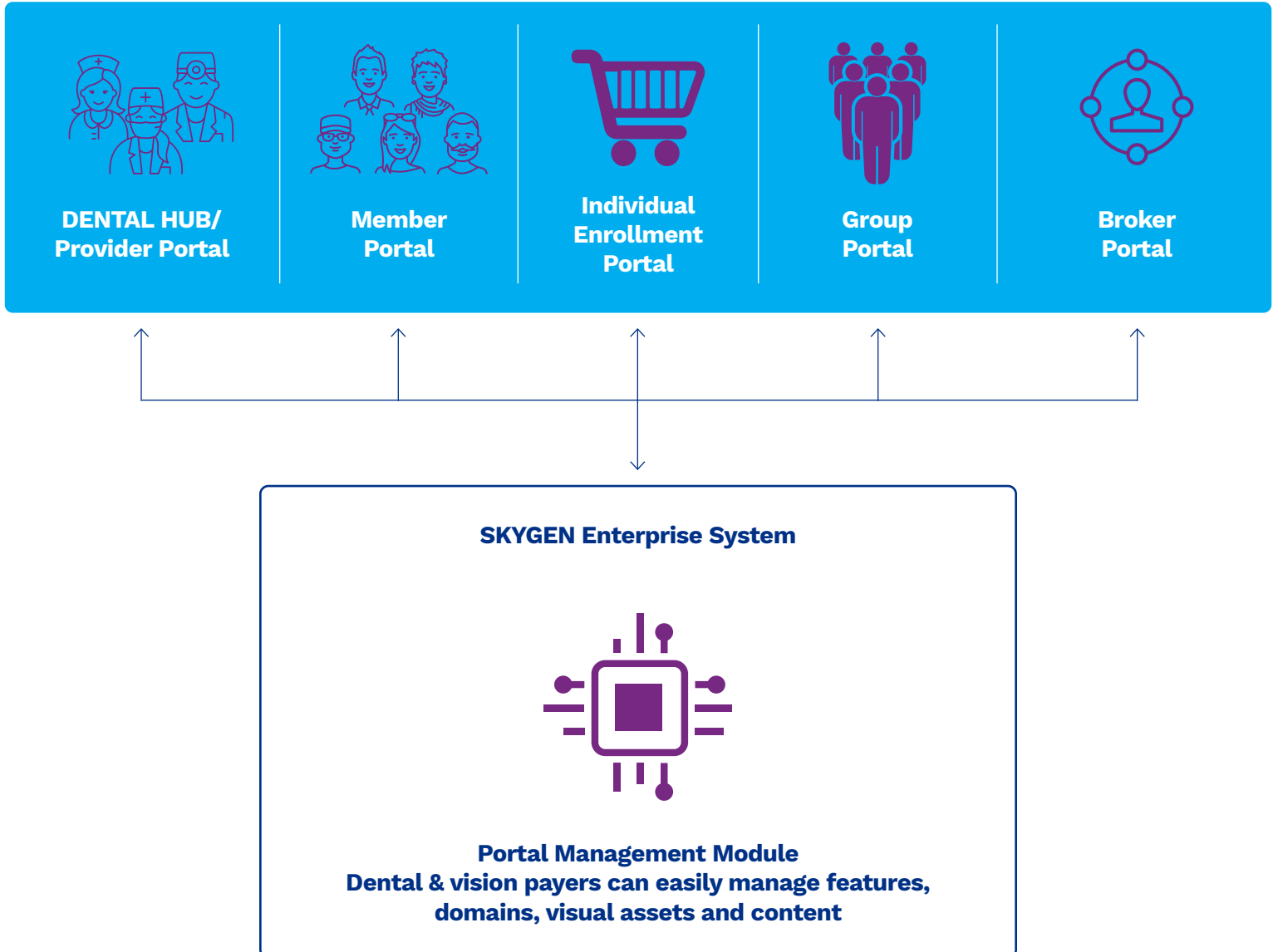Source: Statista

57%
OF CUSTOMERS ACROSS ALL AGE GROUPS PREFER TO ENGAGE THROUGH DIGITAL CHANNELS
Source: Salesforce

Online self-service is a winning proposition for dental and vision payers and their members, providers, groups and brokers. Dental and vision benefit plan portals enable constituents to get answers 24/7 and to manage tasks and transactions with speed, efficiency and convenience. On the payer side, portals transform operations to digital workflows and real-time transactions, increasing efficiency and significantly reducing costs, particularly contact center costs. As part of payers' digital engagement strategy, portals can also increase constituent satisfaction, and lead to expanded relationships.

SKYGEN PORTAL SOLUTIONS PERSONALIZE THE EXPERIENCE

SKYGEN's Enterprise System provides a complete set of portal solutions for members, payers, providers, groups, brokers and individual plan enrollment. Using SKYGEN portals, payers can connect directly with constituents' preferences for fast, simple and personalized experiences. The enhanced personalization encourages members to proactively utilize their benefit plan. Digital portals enable faster and more efficient administrative workflows for payers, providers and brokers, allowing them to serve more customers without adding staff. They are easy to implement in new and existing markets, and differentiate the organization in the crowded dental and vision benefits marketplaces.

DENTAL HUB/ Provider Portal	Member Portal	Individual Enrollment Portal	Group Portal	Broker Portal

SKYGEN Enterprise System

Portal Management Module
Dental & vision payers can easily manage features, domains, visual assets and content

Why Choose SKYGEN Portal Solutions

SKYGEN portals are built for specialty benefit constituents by people who understand the specialty benefits business. SKYGEN portals are easy to use, dependable, and quality-driven. SKYGEN technology developed from the stakeholder perspective allows payers to transform their constituent experience. It's one more way SKYGEN supports clients in their vision for success.

Key integrations with other payer systems

SKYGEN continually enhances its portal solutions to help clients compete effectively in the dental and vision benefits markets. Recent innovation has centered on the user experience, integration of automation, and creative approaches to client challenges.

Continually innovating

SKYGEN portal solutions support interoperability through integration with other platforms, including claims, membership, and business systems.

Integration with SKYGEN's Benefits Administration Platform

Payers engaged with SKYGEN as a TPA or SaaS client can take advantage of real-time, two-way data exchange between the Enterprise System and SKYGEN's portal solutions. For instance, claim status updates that occur in the Enterprise System are available in real-time to all constituents via the portals.

Webinar-based training available

SKYGEN offers training for payer teams, providers and office staff, and brokers. Our portal services team is available to address questions on an ongoing basis.

MEMBER EXPERIENCE

Provide members with personalized information and digital tools that meet their expectations for modern dental and vision plans. The SKYGEN Member Portal makes members' entire benefit plan available to them 24/7 via smartphone, laptop, desktop and tablet. In user-centric workflows, members can easily access essential information such as eligibility, benefits and claim status, and stay informed about co-pays, deductibles, and out-of-pocket expenses. The Member Portal meets WCAG 2.1 accessibility standards. Color contrast, font size and ability to tab help seniors who begin to experience decreases in vision and dexterity to navigate the portal easily. In addition, payers can easily collect real-time program feedback via the portal.

| Check Eligibility & Covered Services | Use Find-A-Provider Search Tool | Track Annual Claims & Accumulated Benefits | View Claim Status & Instant EOBs | Find & Receive Educational Information |

Member Portal Reduces Contact Center Costs

SKYGEN is the preferred partner for one of the largest vision insurers in the country. When the client wanted to reduce contact center costs, SKYGEN upgraded its Member Web Portal with new and improved self-service tools, leading to a significant decrease in contact center calls.

CONSUMER EXPERIENCE

SKYGEN transforms the way healthcare consumers shop and enroll in individual benefits plans. With the SKYGEN Individual Enrollment Portal, payers can respond to the growing market for individual dental and vision plans. Available on mobile, laptop, desktop and tablet devices, the portal creates a simple, guided shopping experience for purchasing and enrolling in a dental and/or vision insurance plan. Self-service tools make it fast and convenient for individuals to securely manage product selection and transactions and get ongoing support. The Individual Enrollment Portal helps increase customer satisfaction and sales while reducing costs for payers. Once enrolled, members can use the Member Portal for self-service benefits, open enrollment renewals, adding or dropping dependents, and managing billing information and payments.

Shop & Compare Plans for Dental & Vision	Purchase & Enroll in a Plan	Securely Manage Account Online	Find Providers	Access Ongoing Support
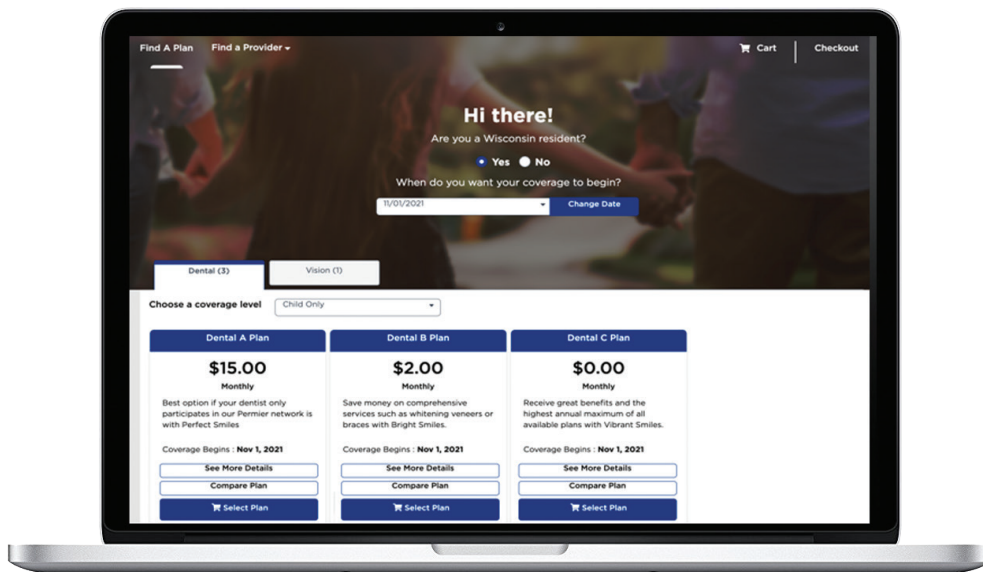
The Individual Enrollment Portal makes it convenient and less time-consuming for consumers to shop, purchase and enroll their family in individual dental and vision plans.

PROVIDER EXPERIENCE

With SKYGEN portal solutions, payers can build stronger partner relationships with providers through digital self-service experiences. By enabling transformation to digital workflows and real-time transactions, payers save time and costs for providers and themselves, and enable providers to simplify administration and speed payments.

FOR DENTAL PROVIDERS

PROVIDERS

STRATEGIC PARTNERS

THIRD PARTY ADMINISTRATORS

DENTAL HUB

PAYERS

MEMBERS

STATE AGENCIES

SKYGEN takes digital engagement and self-service tools further with the SKYGEN Dental Hub™, a platform built to connect all dental stakeholders in one place to solve problems and change how dental business gets done.

The Dental Hub enables dental practices to reduce costs and improve patient experiences by streamlining interactions with multiple insurers through a single point of access. With just a few clicks, providers can find and enter into contracts, and complete onboarding and credentialing. With Instant EOBs available through the Dental Hub, providers can collect amounts due from patients before they leave the office.

In addition, the Dental Hub offers all the tools essential in an industry-leading provider web portal, including patient eligibility verification, payment information, dashboards for managing claims and authorizations, and more. When providers can interact with multiple insurers through a single portal, they can improve productivity and connectivity.

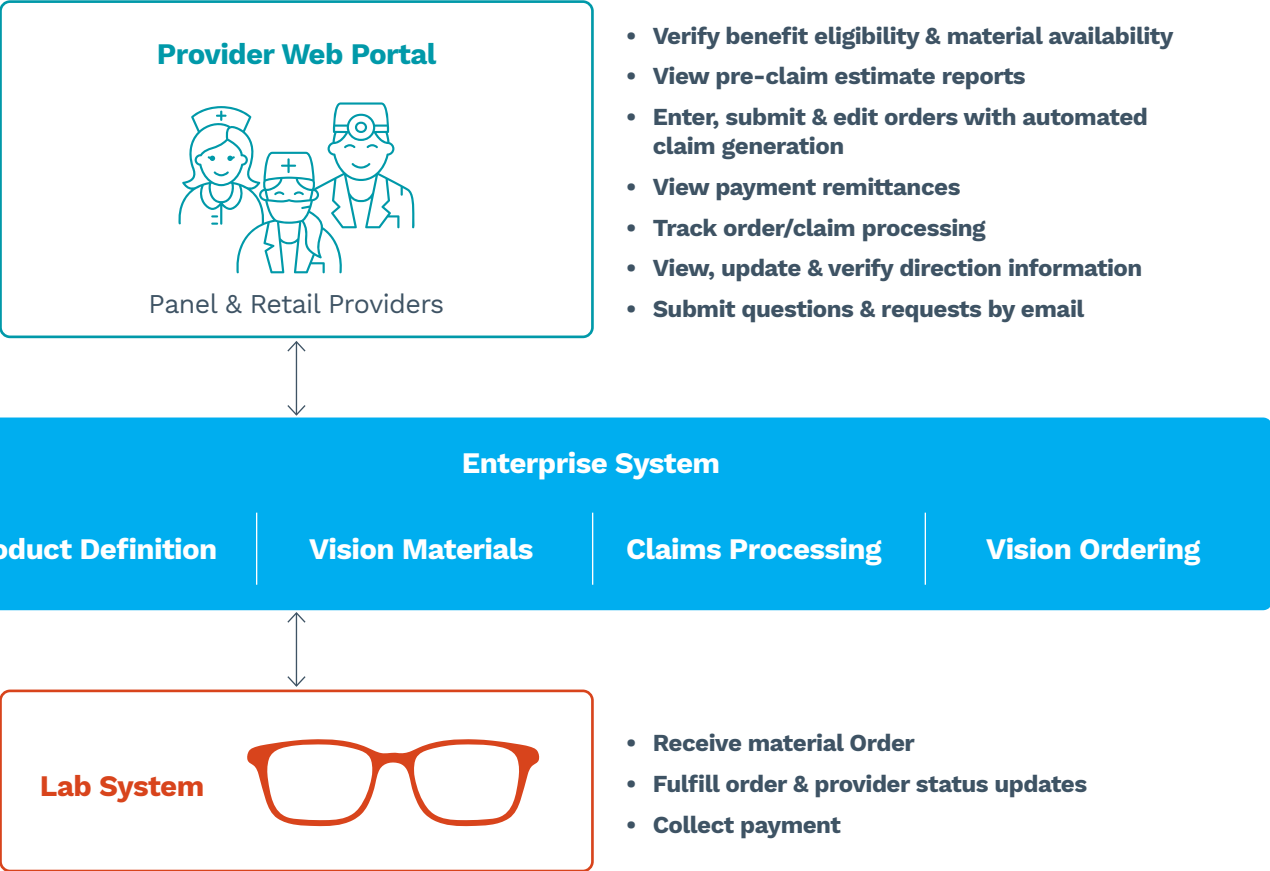| One-Time Data Entry for Provider Directories	Simplified Contracting	Credentialing in Seconds	Improve Revenue Cycle Management

FOR VISION PROVIDERS

To transform provider experiences, SKYGEN offers highly configurable, vision-specific payer portals, which include full vision lab integration and facilitate complete workflow interoperability. Our self-service provider portals capture information to manage credentialing, contracts, member benefit verification, authorizations, and claims all online.

Provider Web Portal

Panel & Retail Providers

- **Verify benefit eligibility & material availability**
- **View pre-claim estimate reports**
- **Enter, submit & edit orders with automated claim generation**
- **View payment remittances**
- **Track order/claim processing**
- **View, update & verify direction information**
- **Submit questions & requests by email**

Enterprise System

| **Product Definition** | **Vision Materials** | **Claims Processing** | **Vision Ordering** |

Lab System

- **Receive material Order**
- **Fulfill order & provider status updates**
- **Collect payment**

BROKER EXPERIENCE

Transform the broker experience with the SKYGEN Broker Portal, which offers digital management tools to help brokers better manage their client accounts using real-time, accurate account information on their preferred device. Brokers use the online resources to review digital commission statements, manage client membership, and expedite the payment process by receiving electronic payments. The Broker Portal enables brokers to strengthen client relationships and increase satisfaction.

Agencies or Broker View	Electronic Commissions Payment	Flexible Commission Options	Manage Membership
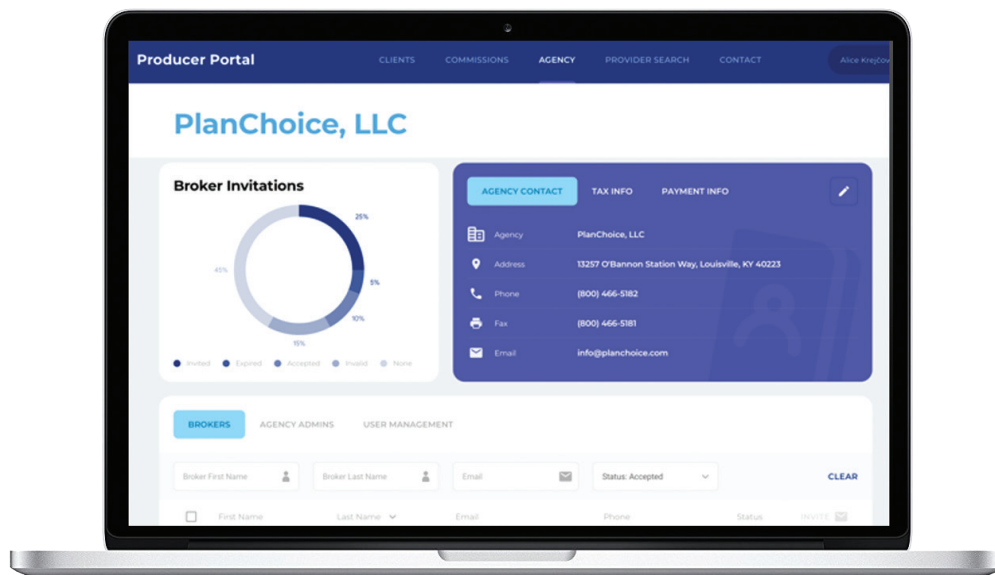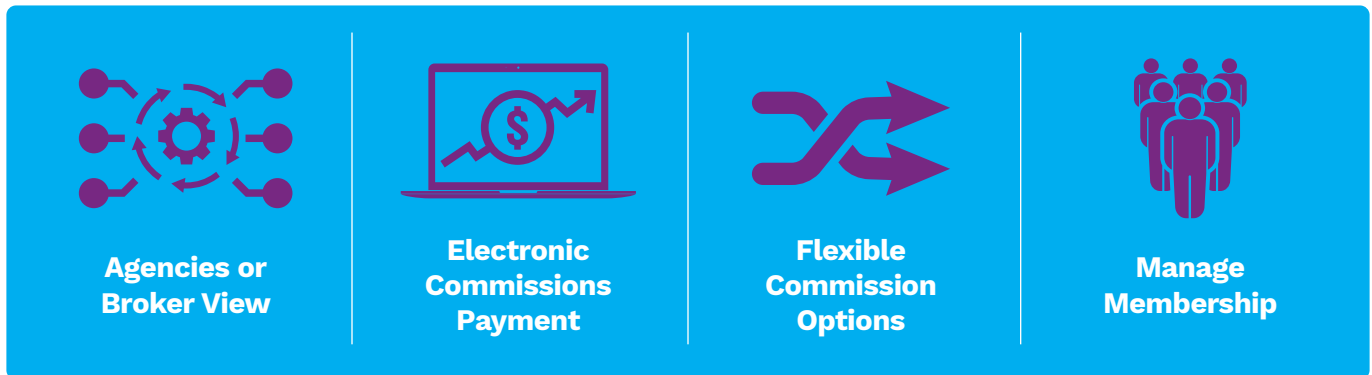
Using the Broker Portal, agencies, brokers and internal sales representatives can manage their block of business in real time.

ADMINISTRATOR EXPERIENCE

The Group Portal provides administrators with quick, easy access to maintaining member information using simplified member management tools and reports. From any location at any time, administrators have instant, secure online access to manage member enrollments, including enrollment in multiple plans and one-click enrollment for dependents. The portal offers self-service options for eligibility, benefit plan coverage, and viewing invoices, billing cycle documentation, and supporting reports.

Manage Enrollment, Eligibility & Benefits

Add New Members

Receive Digital Invoices & Policy Documents

Review Billing & Payment History

Perform Account Management

SKYGEN digital tools help dental and vision payers increase connectivity with their members, providers and brokers in a modern, self-serve experience. To find out more about how SKYGEN can support digital transformation and increased concentration on constituent experiences with portal solutions through our Enterprise System, contact our experts.

POWER UP YOUR DIGITAL STRATEGY WITH SKYGEN PORTAL SOLUTIONS

Contact SKYGEN today for a free demonstration customized for your specific questions and needs.

SKYGENUSA.com

About SKYGEN

SKYGEN powers transformation of specialty benefits administration with technology and service solutions that reduce healthcare costs, improve access to care, increase healthcare value and elevate experiences and satisfaction for all stakeholders. SKYGEN partners with healthcare payers, delivery systems, and state regulatory agencies to administer dental and vision and other specialty benefits in both commercial and government markets. With its intelligent software-as-a-service (SaaS) automation, third-party administration (TPA), marketplace connectivity and risk management solutions, SKYGEN powers the nation's leading healthcare organizations and serves 44 million member lives across all 50 states plus the District of Columbia and Puerto Rico.

For more information, please visit **SKYGENUSA.com**.

SKYGEN®

SKYGENUSA.com