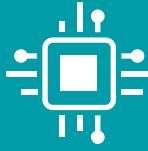


5 Technologies that
TRANSFORM MEDICAID
DENTAL & VISION PROGRAMS



SKYGEN[®]



Nearly four years after the pandemic led to unprecedented spikes in Medicaid enrollment, plan administrators continue to manage disruption in the Medicaid landscape. Enrollment is changing again as the public health emergency ends, and some states have realized their plans are not as agile as they need or want them to be. There's increasing emphasis on health equity, too.

The dental disease rate remains high among the adult Medicaid population. Plans continue to have difficulty attracting and keeping providers in their networks, which in turn creates a crisis in access to care. There are some positives, though: Greater attention is being paid to the link between oral health and overall health, and there's increasing recognition that better oral health for children covered by CHIP starts with their parents.

Access to vision care remains a primary barrier to eye health in the Medicaid population, though that is changing as some states expand vision benefits. Still, the odds of receiving an eye care appointment if an individual has Medicaid are approximately 60% lower for both adults and children than for individuals with private health insurance.¹ This research finding was independent of eye care professional type, practice location, or community characteristics, such as urban or rural setting, median household income, and the proportion of minorities in the county. Medicaid programs need new solutions to keep up with the changing landscape and increasing complexity.



¹ Comparison of Access to Eye Care Appointments Between Patients With Medicaid and Those With Private Health Care Insurance, JAMA Ophthalmology. 2018 Jun; 136(6): 622–629.

WHAT DOES THE FUTURE HOLD FOR MEDICAID?



What options do states and Medicaid administrators have for doing things differently, more efficiently and more effectively? Modern technologies are an essential part of the solution. Specialty benefits automation and purpose-built digital tools such as member mobile apps and provider portals are transforming Medicaid plans and outcomes by increasing member engagement, reducing barriers to care, increasing program efficiency, and increasing provider participation.



**INCREASING
MEMBER
ENGAGEMENT &
UTILIZATION**



**REDUCING BARRIERS
TO CARE & IMPROVING
ORAL & VISION HEALTH
EQUITY & OUTCOMES**



**INCREASING PROGRAM
EFFICIENCY, REDUCING
COSTS & SIMPLIFYING
ADMINISTRATIVE
PROCESSES**



**INCREASING
PROVIDER
PARTICIPATION**

These technologies are already in use and driving measurable improvements for Medicaid plans. This eBook explores five technologies that are shaping the future of Medicaid.

Technologies that transform Medicaid Dental & Vision programs

**MEMBER MOBILE
APPS**

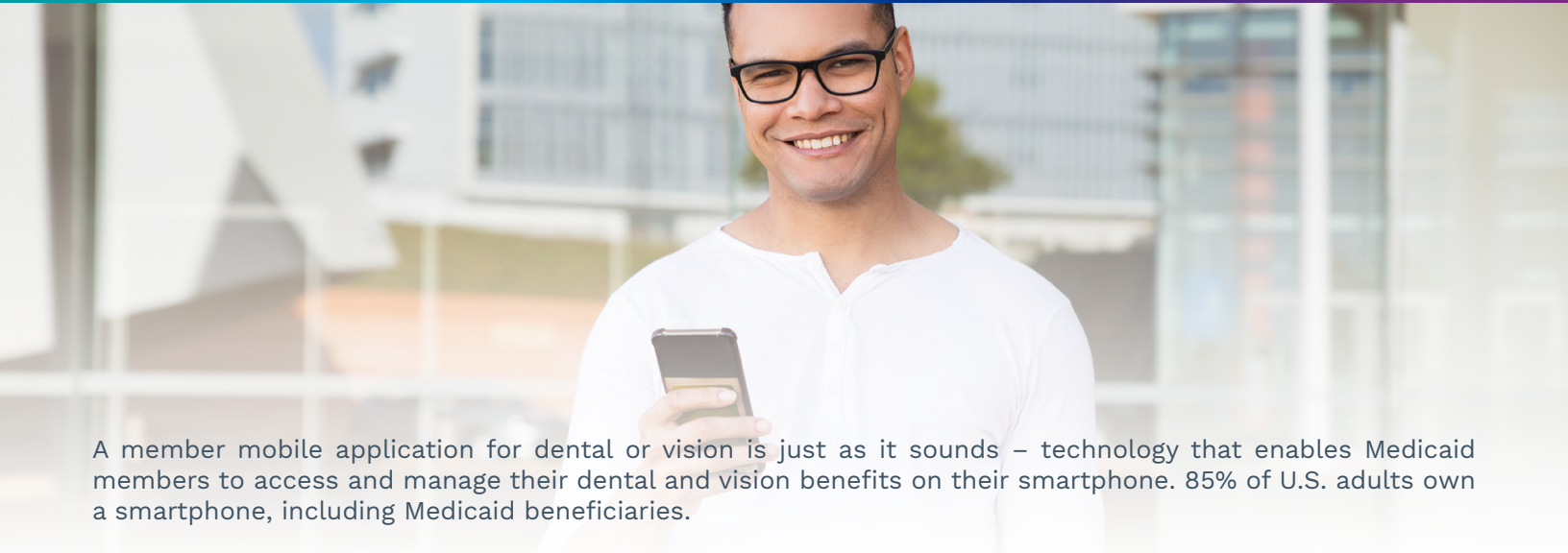
PORTALS

**BENEFITS
AUTOMATION**

**DATA ANALYTICS &
ENHANCED BENEFIT
MANAGEMENT**

**PROVIDER SELECT
SUITE**

MEMBER MOBILE APP FOR DENTAL & VISION



A member mobile application for dental or vision is just as it sounds – technology that enables Medicaid members to access and manage their dental and vision benefits on their smartphone. 85% of U.S. adults own a smartphone, including Medicaid beneficiaries.

SKYGEN MEDICAID MEMBER MOBILE APP FEATURES:

Dental

- Find a provider
- Digital ID card
- Personalized benefit information and availability.
- Convenient, real-time access to claims and authorizations
- Dental home assignment
- Member engagement and support through personalized push notifications, text messages and survey tools.
- Integrated assistance resources
- Head of family contact
- Advanced customization & personalization

Vision

- Find a provider, and providers that offer the lowest costs
- Simple registration
- Face ID tech
- Prescription in app allows members to easily purchase glasses or contacts from online vendors
- Out of network member claims submission and electronic reimbursement
- Benefit availability

ADVANTAGES OF THE MEMBER MOBILE APP

Mobile apps have become integral to nearly every aspect of modern life, including accessing health benefits. A mobile app can help increase member engagement and access, and reduce costs. Plans can assign members a dental home through the app, and push reminders and appointment notifications to their smartphones.

For members, the mobile app has everything they need to utilize their dental and vision benefits directly on their smartphone. The app eliminates the need to mail ID cards, and provides the most up-to-date information in real-time to members and their providers. SKYGEN's Medicaid Member Mobile App also includes program-specific features such as dental home assignment for dental plans, and in-app prescriptions for vision plans so that members can easily purchase glasses or contacts from online vendors

PORTALS

SKYGEN DENTAL HUB™

SKYGEN Dental Hub elevates provider experiences to help Medicaid plans attract providers and build strong networks. Providers handle administration faster and more efficiently with Dental Hub, which:

- transforms business with digital relationships such as centralized and integrated provider data
- streamlines provider interactions with multiple insurers through a single point of access
- improves revenue cycle management

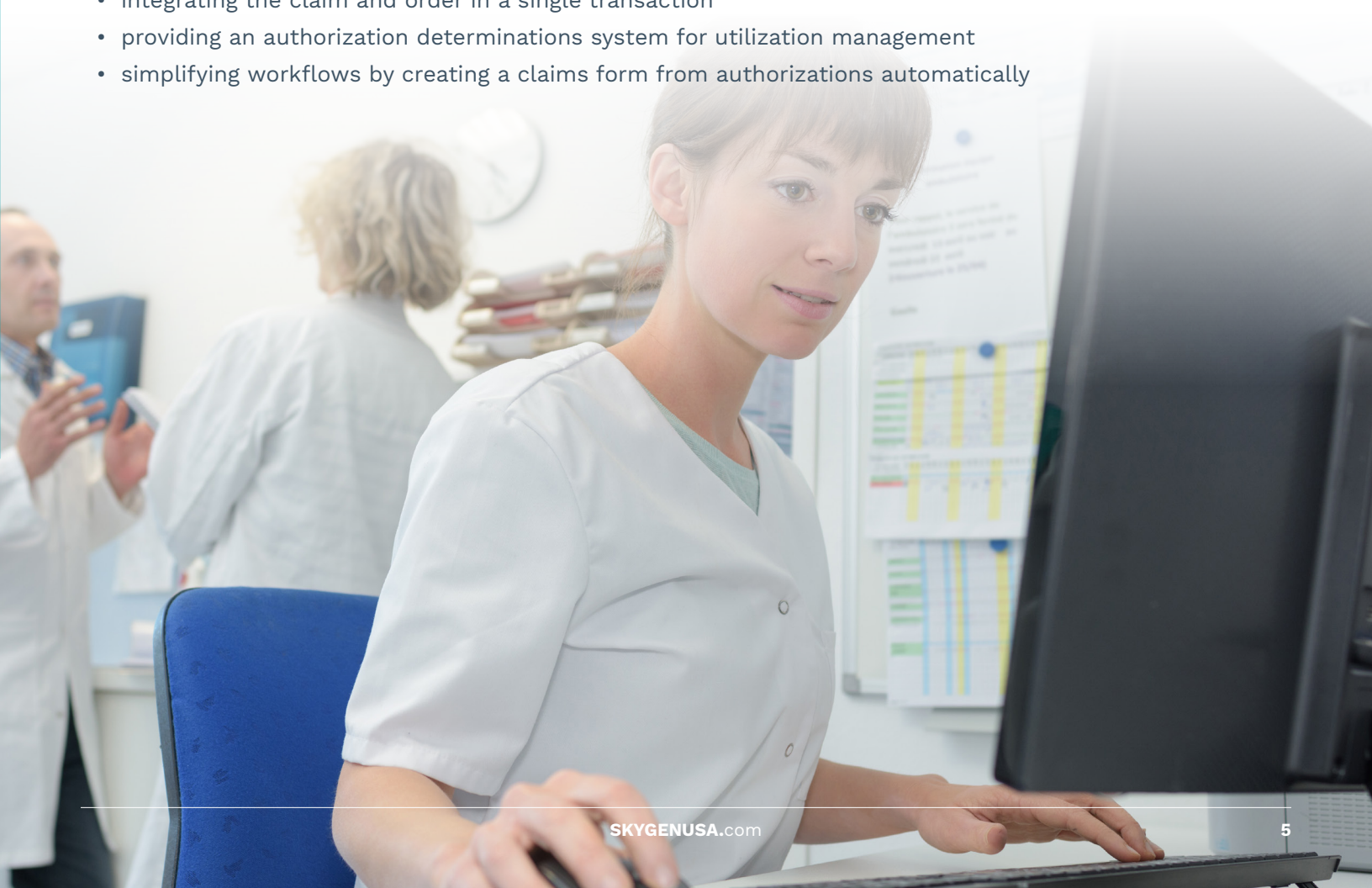


SKYGEN VISION PROVIDER WEB PORTAL

SKYGEN has highly configurable, vision-specific portals that offer tailored experiences for retail, lab-connected and catalog-based businesses, so providers get exactly what they want and need from a portal. For Medicaid providers SKYGEN also offers medical/surgery functionality.

SKYGEN's self-service vision portals streamline business for vision providers by:

- integrating the claim and order in a single transaction
- providing an authorization determinations system for utilization management
- simplifying workflows by creating a claims form from authorizations automatically

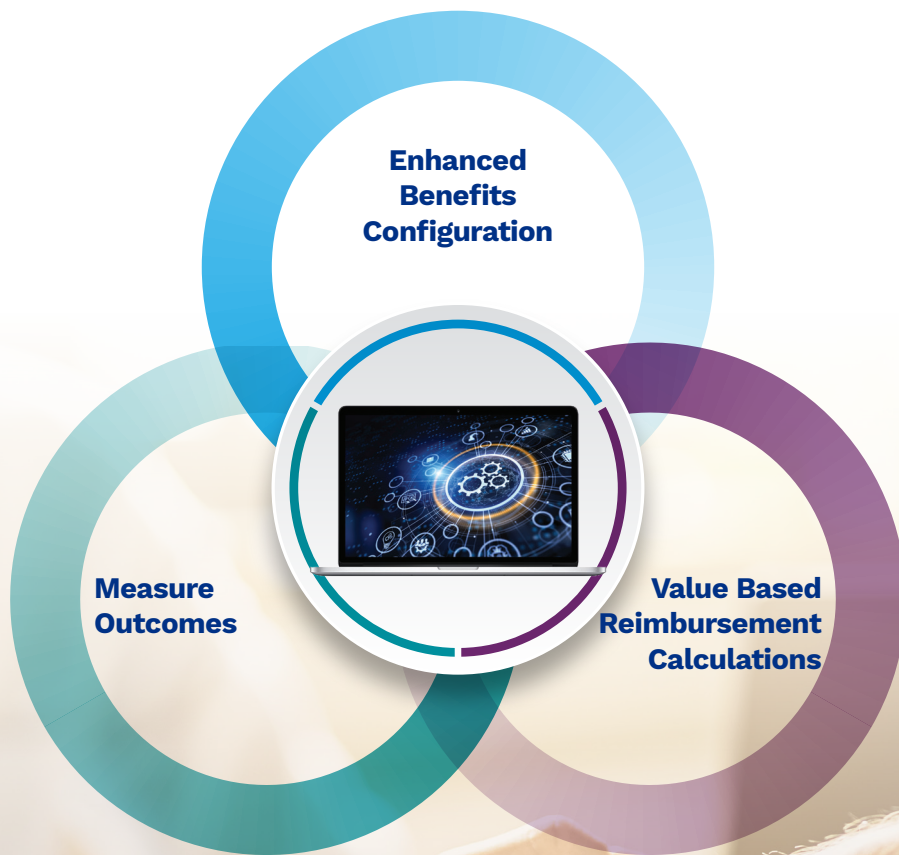


DENTAL & VISION BENEFITS AUTOMATION

SKYGEN's flexible benefits configuration and claims automation enable Medicaid plans to rapidly implement changes in benefits that can provide greater access to care for children, adults and entire families. With SKYGEN, plans can also automate complex benefit rules including Increasing conditional benefits for Medicaid beneficiaries with specific health conditions, such as diabetes.

Modern benefits administration translates into a significant cost reduction for Medicaid payers. For instance, digital claims are just a fraction of the costs of paper claims, which average \$1.15 per claim. Digital communication channels like self-service web portals provide a modern experience for members and providers, and can reduce the volume of contacts handled by a call center. With the average cost of a call at \$7.50, a reduction in call volume can create opportunities for better allocation of millions of dollars in a Medicaid plan.

SKYGEN's benefits automation also creates opportunities for Medicaid plans to implement value-based reimbursement.



DATA ANALYTICS & ENHANCED BENEFIT MANAGEMENT

SKYGEN's data analytics and enhanced benefit management enable Medicaid plans to deliver quality care while effectively managing costs.



MEMBER ACCESS

Member access analysis provides insight into member frequency in accessing care. These reports identify the percentage of members who received a certain service or set of services within a specified reporting period based on a defined group of eligible members.

QUALITY OF CARE

For dental Medicaid plans, SKYGEN integrates dental quality measures which demonstrate quality improvement outcomes over time, such as fewer extractions and lower infection rates, by aligning disease risk factors with the frequency of preventative services. SKYGEN reports on HEDIS® Scores and the 2023-2024 Child Core Set.

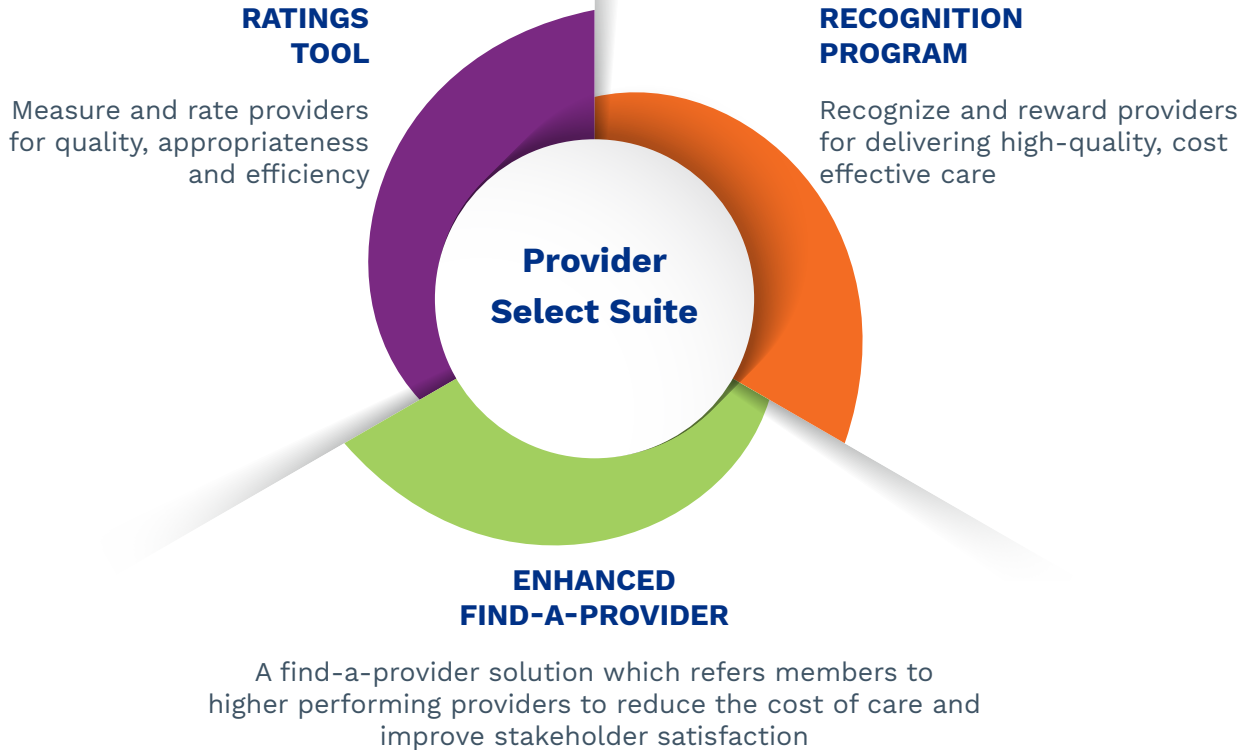
COST CONTAINMENT

SKYGEN uses analytics to identify cost-saving opportunities and issues affecting plan quality.

Analytics & Statistics	Cost Analysis
Outlier detection	PMPM vs. Access Rate & Utilization
Profile rankings	Dollars Per Member & Service
Ratios	Services Per Member
Year-over-year trends	Members Per Provider

PROVIDER SELECT SUITE

SKYGEN's Provider Select Suite helps Medicaid plans build great dental and vision networks and improve program performance by identifying, referring to, and recognizing the high-performing providers within their programs.



ENSURING APPROPRIATE DENTAL & VISION CARE & IMPROVING PROVIDER SATISFACTION

- Members have a better care experience
- The top providers are recognized
- MCOs can allocate program dollars more effectively



The difference technology can make for Medicaid plans in terms of accelerating health equity and controlling costs is significant. In addition, trends in federal and state regulations will continue to advance adoption of technology in Medicaid plans. For states and Medicaid administrators that aim to improve plan stewardship and health equity through cost and efficiency goals, technology is the solution to explore.

Built for Specialty Benefits



**National MCO Reduces
Cost of Medicaid
Dental Care by**
\$1.08
PMPM with SKYGEN

**National
MCO
saves**
\$20.7M
with SKYGEN

**National
Vision Insurer
achieves**
15% YOY
**Business growth
with SKYGEN**

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 nearly 50 million member lives across all 50 states plus the District of Columbia and Puerto Rico.

For more information, please visit [SKYGENUSA.com](https://www.skygenusa.com).

