

TRANSFORM23

Discover What's New: SKYGEN Feature Updates



TRANSFORM23

Discover What's New: SKYGEN Feature Updates



Jesse Filo
Breakout Session

TRANSFORM23

Imagine you woke up tomorrow with the ability to add one new feature to your administrative software.

What would that feature be and why?

AGENDA

- SKYGEN platform overview
- Platform advancements by the numbers
- Feature updates:
 - Mobile
 - Digital
 - Interoperability
 - Core Processing
 - Reporting & Analytics
 - Performance

SKYGEN SPECIALTY BENEFIT MANAGEMENT PLATFORM

Utilization Management Suite

- Pre & Post Authorization Determinations
- Clinical Guideline Criteria Management
- System Generated & Peer Review

Billing Suite

- Premium-Based & Claims-Based Invoicing & AR
- Group & Individual LOB
- Broker Management & Commission Payments

Claims Processing Suite

- Claim Intake Management
- Dental Care Rules & Edit Packages
- Adjudication & Payment

Eligibility Suite

- Member Data (Source of Truth)
- Eligibility Management
- Benefit Plan Assignments & Accumulation Management

Provider Management Suite

- Provider Data (Source of Truth)
- Network Development
- Credentialing Management
- Provider Directory

Plan Design Suite

- Configure Dental Products
- Setup Vision Service & Material Vision Benefit Plans

Vision Lab Management

- Vision material catalogs
- Lab order processing

Servicing Suite

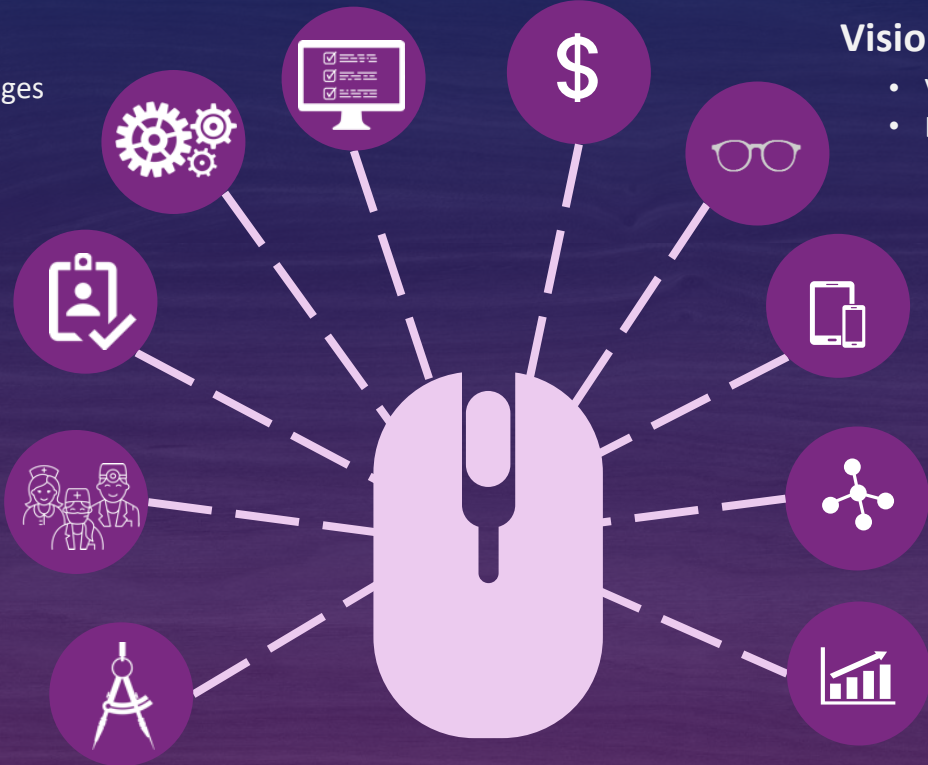
- Member Web Portal & Mobile App
- Provider Web Portal
- Employer Web Portal
- Broker Portal
- Customer Service Module

Data Exchange Suite

- API Repository
- ANSI Standard & Proprietary Formats

Reporting Suite

- Data Warehouse
- Embedded Dashboards
- Processing & Profiling Reports



HITRUST Certified & HIPAA-Compliant Integrated Platform

PLATFORM ADVANCEMENTS BY THE NUMBERS

600

New & improved feature updates

150

New released versions

250

New user-sourced product ideas

2023 Program Increment Year

MOBILE

Tech Stack Upgrade

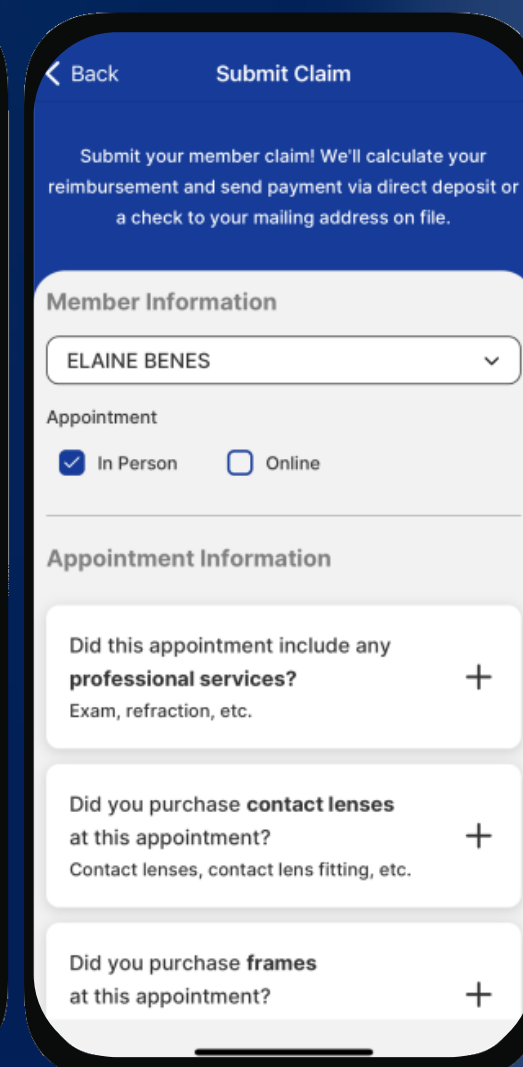
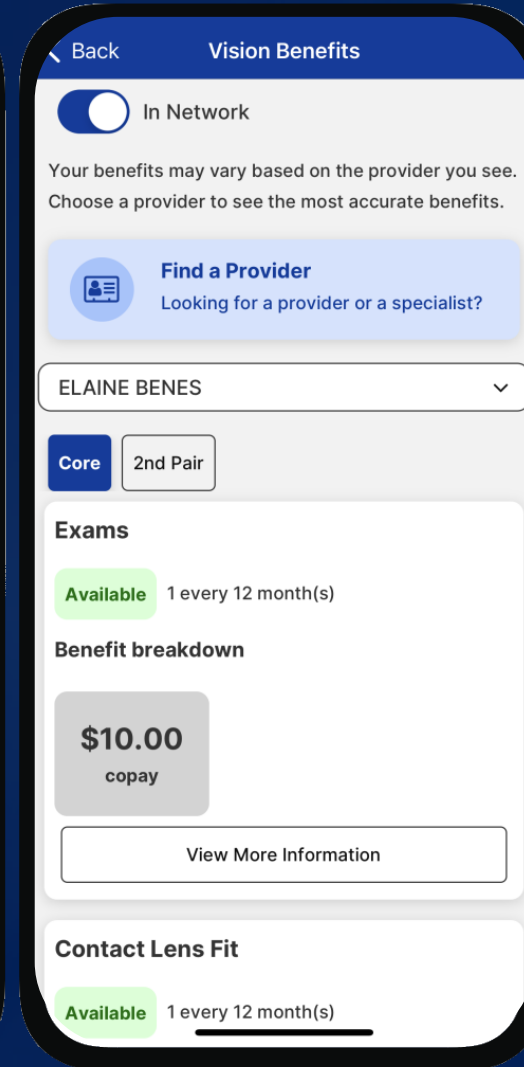
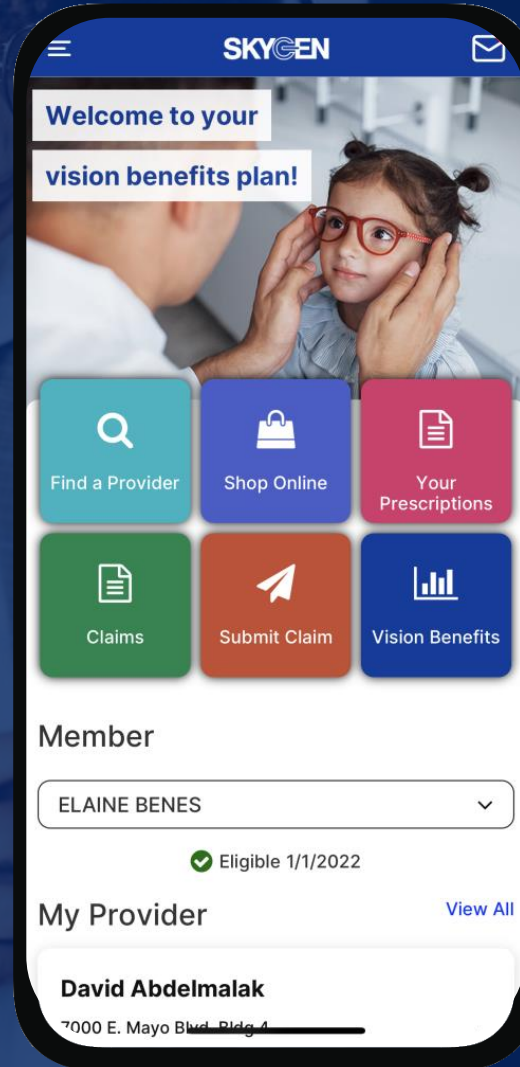
Modernized technology stack to React.

Vision Benefit Availability

Simple to view benefit information from additional benefit toggles, benefit availability dates, and detail drill-downs.

Member Claim Submission

Member-facing UX & easy-to-use claim form to request reimbursement from the insurer directly.



Individual Enrollment

Additional configuration for billing frequencies, plan sorting, start dates, vanity URLs, open enrollment renewals, and another payment gateway.

Benefit Summary Report

Enhanced benefit reports on portals to allow for interactive experiences, including procedure code searches, a breakdown of covered services, and codeset drill-downs.

Provider Experience

Continuation of Dental Hub subscriptions, vision diagnosis code & exam benefit updates, and design for integration of single experience for Medicaid + Commercial.

The screenshot displays the SKYGEN USA website's enrollment interface. At the top, there are navigation links for 'Find A Plan', 'FAQ', 'Find a Provider', and 'Languages', along with a 'Cart' icon. The main heading is 'Let's Get Started'. Below this, there are two questions with radio button options: 'Are you a Kentucky, or Washington resident?' (Yes/No) and 'When do you want your coverage to begin?' (11/01/2023 with a 'Change Date' button). A third question asks 'Are you 79 years or younger?' (Yes/No). Below the questions are tabs for 'Dental (3)' and 'Vision (3)'. A 'Choose your coverage level' dropdown is set to 'Subscriber Plus One'. Three plan options are shown: 'Platinum Smile' (\$20.00 Monthly), 'Bronze Smile' (\$25.00 Monthly), and 'Silver Smile' (\$40.00 Monthly). Each plan includes a brief description, a 'Coverage Begins: Nov 1, 2023' note, and a table with columns for 'Year One', 'Year Two', and 'Year Three' for 'Co-Pay' and 'Plan Deductible'.

	Year One	Year Two	Year Three
Co-Pay	N/A	N/A	N/A
Plan Deductible	\$50	\$50	\$50

	Year One	Year Two	Year Three
Co-Pay	N/A	N/A	N/A
Plan Deductible	\$50	\$50	\$50

	Year One	Year Two	Year Three
Co-Pay	N/A	N/A	N/A
Plan Deductible	\$50	\$50	\$50

INTEROPERABILITY

APIs

Continued evolution of our REST API endpoints, adding over 80 enhancements across benefits, brokers, claims, enrollment, groups, payments, and providers APIs.

EDI

Revamped 835 configuration and file generation, enhanced 270/271 to support the NDEDIC guide and request benefits down to procedure code, extended clearinghouse document hyperlinks with AE & CHC, and supported ODM Trading Partner Dental Claim Workflow.

Provider Expiration IDs Import

Added a new provider supplementation ID and license expiration import to keep up with ongoing monitoring automation of provider data.



CORE PROCESSING



Claims

Added new work queue criteria, enhanced accumulator benefit changes automation, new authorization match criteria, improved handling for EPSDT, and new savings bundles for value-based discounts.



Billing

Automated invoicing cycles, digitized payment collections, added claims-invoice admin fees, and introduced holds for minimum broker commissions.



Appeals, Complaints, CS

Additional flexible configuration for data fields, improved user workflows, and integrated customer service module to appeals and complaints records.

CORE PROCESSING

Data Warehouse

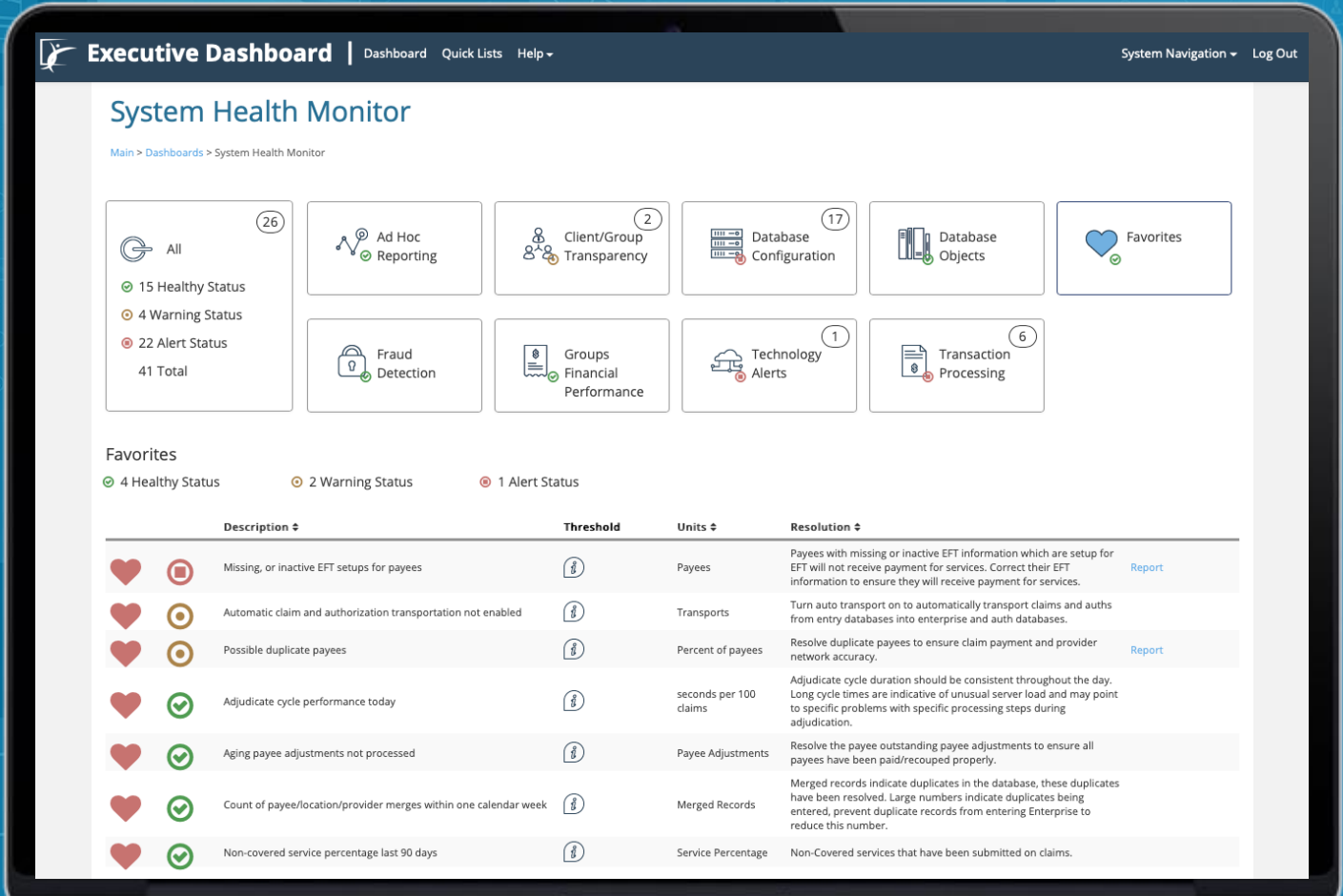
Continued evolution of our Enterprise Data Warehouse database, adding over 80 enhancements across the data warehouse tables.

Ready to Pay Claim Audit

New transactional audit report to look at ready to pay claims that have been manually adjudicated for quality control.

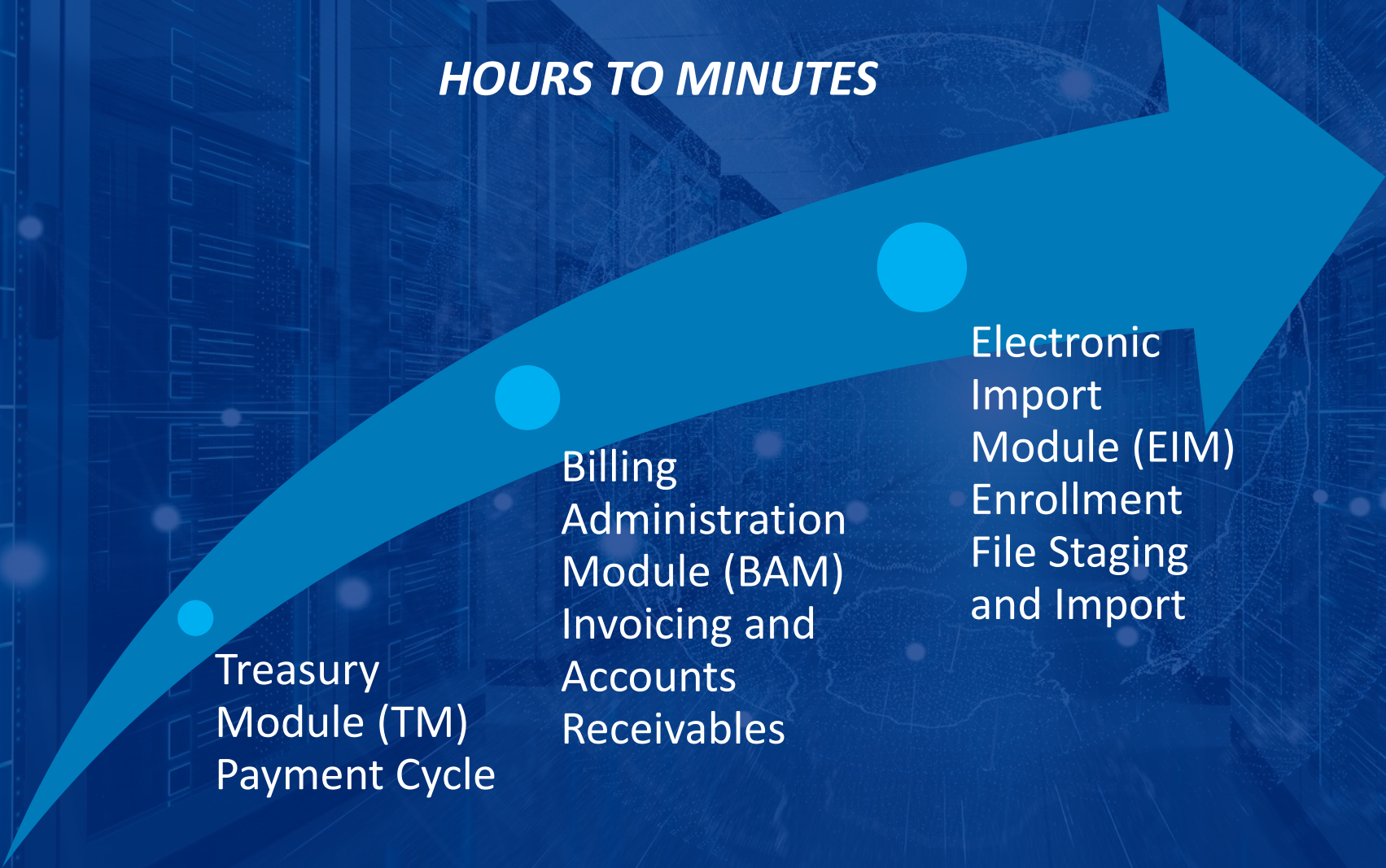
System Health Monitor Dashboard

New monitoring dashboard to empower business users to monitor the health of system including threshold values and alerts.



PERFORMANCE IMPROVEMENTS

HOURS TO MINUTES



Treasury
Module (TM)
Payment Cycle

Billing
Administration
Module (BAM)
Invoicing and
Accounts
Receivables

Electronic
Import
Module (EIM)
Enrollment
File Staging
and Import

Q & A





Thank You

CONNECT WITH US

SKYGENUSA.com

Visit our online **Knowledge Center** to access helpful tips and industry best practices to succeed in the future of benefit management.

JOIN THE CONVERSATION

