TRANSFORM23

SKYGEN Solutions Roadmap

30 SKYGEN YEARS OF INNOVATION

TRANSFORM23

Christine Tremblay
Enterprise System
Product Management Director
SKYGEN

Kyle Koltz
Chief Operations Officer
SKYGEN

30 SKYGEN YEARS OF INNOVATION

SOLUTION PORTFOLIO 2023 ACCOMPLISHMENTS

Transforming the delivery of healthcare benefits through technology innovation

TPA SERVICES

- → OCR Paper Claims Automation
- → AI Pilot for Clinical Review
- → Contact Center Productivity Solutions
- → OH Medicaid One-Front-Door
- → Formalized Continuous Improvement Function

SaaS PLATFORM

- → Delivered over 600 new & improved feature updates
- → Cloud Governance Framework
- → Performance Improvements for large-scale volume processing (hours to minutes)

MARKETPLACE CONNECTIVITY SOLUTIONS

- → Nationwide Market Rollout of Dental Hub
- → Developed Member Mobile App for Vision Segment
- → Support for Virtual Teledentistry
- → Launched Producer Portal across Commercial Clients
- → Expanded Individual Enrollment Portal Solution

ANALYTICS & INTEROPERABILTY

- → Expanded interoperability layer with over 150 enhancements across APIs & Data Warehouse
- → Launched change-data-capture synchronization for Data Warehouse
- → Developed New System Health Monitor Dashboard

CONFIDENTIAL & PROPRIETARY | ©2021 SKYGEN USA, LLC. All rights reserved.

SKYGEN PRODUCT DEVELOPMENT ROADMAP

Digital

- Revamp Member Web Portal
- Next-Gen Vision Provider Portal
- Continue Enhancements for Recent Portal Launches

Efficiencies

- Operational Excellence Pursuit
- Conditional Enhanced Benefits
- Letters & Reporting Business Enablement

Technology

- Public Cloud Offering
- Platform Modernization
- AI Integrations

Regulatory

- Recurring HITRUST Recertification
- ADA 2024 Claim Form
- Continue Compliance for Regulations

CONFIDENTIAL & PROPRIETARY | ©2021 SKYGEN USA, LLC. All rights reserved.

Q & A

30 SKYGEN YEARS OF INNOVATION

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