SKYGEN

Fortune 500 Insurer Grows Dental & Vision Member Lives by 20%, Saves $1M in IT Spend in 1 Year by Consolidating Plans on SKYGEN's Specialty Benefits SaaS Automation Platform

THE CLIENT

One Fortune 500 healthcare company serves tens of millions of customers worldwide with multiple lines of insurance, including nearly 1.5MM lives with dental and vision benefits, through the workplace. One in three Fortune 500 companies offer employee benefits provided by this industry leader.

CASE STUDY

"It's safe to say we hit our targets for automated claims processing, provider network management and call center savings with SKYGEN. In some cases, we've been able to overdeliver on cost savings, turnaround times and the stability of the provider experience."

- Senior Vice President, Fortune 500 Healthcare Insurer

THE CHALLENGE

- Identified opportunity to grow dental and vision business nationwide
- No single source of truth: Utilizing 45 different apps and platforms to manage specialty benefit plans
- Scaling from 100K to 1MM lives led to service challenges and increased reputational risk
- Sales team needed more confidence in the insurer's ability to service its specialty benefit products
- Wanted to streamline operations and move to a predictable, scalable cost structure

THE SOLUTION

- Consolidate and automate all dental and vision benefits claims processing with SKYGEN's single integrated platform for plan configuration, claims, reporting, provider data management and provider portals
- Leverage SKYGEN's real-time plan configuration, automated member enrollment, automated claims processing and daily payments

"We like seeing that with SKYGEN we can scale predictably. We understand from a road map perspective what we get in return. We know this is a product that can grow with us."

- Vice President of Technology, Fortune 500 Healthcare Insurer

THE RESULT

Greater sales team confidence, contributing to 20% growth in specialty benefits member lives in one year with SKYGEN, including 100% growth in lives covered by the insurer's combined dental-vision product

13% increase in dental and vision claims auto-adjudication rates

$1M IT operations cost savings by sunsetting 45 apps/platforms and reducing IT resources by 66%

Reduced operational and security risks associated with legacy unsupported apps/platforms

Improved stability in member and provider experiences, resulting in 40,000 fewer claims calls in first 12 months

Automated member enrollment enables near real-time onboarding

More effectively managing financial, security, privacy and reputational risk

THE CHALLENGE

This Fortune 500 insurer began offering specialty benefits to complement its array of workplace benefits, which include disability, life, accident, and critical illness products. Market entry was achieved through white-labeling dental and vision products, and acquisitions. The company soon saw the limitations of homegrown, out-of-date systems and separate provider data management tools for dental and vision.

As the company scaled from 100K to 1MM lives, the age and complexity of its technology systems became a challenge. Limits on product configuration, delays in member enrollment and inefficient provider data management led to delayed claim payments as well as increased financial, security and reputational risk.

"We wanted to do something different, to invest to improve operations," said the vice president of technology. "Despite our growth, we still were not operating at the scale of a Fortune 500 company in all 50 states."

"We needed to solve issues with claims automation, provider data management and robust provider portals," added the company's senior vice president, "plus we need a single source of truth for all claims."

THE SOLUTION

SKYGEN's collaborative approach to creating partnerships allowed the insurer to confidently move forward with SKYGEN's Enterprise System SaaS solution. "We were able to see in advance how SKYGEN was going to transform our operations, and that crystallized our direction going forward," said the vice president of technology. "We already knew SKYGEN was going to work."

The insurer consolidated and streamlined its dental and vision benefits claims processing on SKYGEN's Enterprise System, a SaaS benefits administration platform that automated the entire benefit administration process, from member enrollment to provider payments. SKYGEN's platform also helps the organization maintain regulatory compliance.

One of the advantages of SKYGEN's SaaS platform is the simplicity and speed of new member enrollment. "I can onboard a case that has 50,000 people signing up for dental and there's nothing I have to do. They go through the 834 file, they flow into SKYGEN's system each night. The next day the member goes to get a bridge replaced or get their teeth cleaned and it just works. We just start flowing eligibility through and SKYGEN is ready to service it," noted the vice president of technology.

The company also leverages SKYGEN's simple, flexible and fast configurability. "SKYGEN has externalized a lot of configuration elements to the point I don't even have to think about that. To change a rule before, one of my team members would have to write some code, QA it, regression test it, UAT it and push it to production. Best case, it was a two-week turnaround," said the vice president of technology. "Now, one of our team members can do exactly this in 10 minutes and that includes logging in and navigating to the screen. Our partnership with SKYGEN made our dental and vision business something that just happens."

> "The easiest story for me to share is that with SKYGEN, we've continued to grow on the claims side, but we haven't had to increase headcount on the claims operation side."
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> **– Vice President of Technology, Fortune 500 Healthcare Insurer**

THE RESULTS

Within the first year with SKYGEN, the healthcare insurance industry leader grew its specialty benefits business with a 20% increase in dental and vision member lives. This growth included a 100% increase in member lives covered by the insurer's combined dental and vision product.

The company's auto-adjudication rate has increased by 13%. Its total answered call volume (members and providers) decreased by 40,000 in the first year, and the average handle-of-call time decreased by more than a minute.

Migrating to SKYGEN's SaaS platform also enabled the insurer to sunset 45 legacy platforms and applications. With SKYGEN's single specialty benefits platform, the company was able to reduce IT contract spend by 66%, which has already resulted in $1M in IT Operations cost savings in the first year.

Importantly, the move to SKYGEN has also led to culture change within the company. Its sales team has gained confidence in the company's ability to service its dental product. Its specialty benefits business continues to grow on the claims side with increased efficiency and savings.

"It's safe to say we hit our targets for automated claims processing, provider network management and call center savings with SKYGEN," noted the senior vice president. "In some cases, we've been able to overdeliver on cost savings, turnaround times and the stability of the provider experience."

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**.

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