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Breakout: Discover What's New—SKYGEN Feature Updates

Jesse Filo, VP – Software Design & Development SKGYEN

FULLY INTEGRATED PLATFORM FOR BENEFIT ADMINISTRATION

Connectivity

Portals & Mobile
- Member
- Provider
- Individual Shopping
- Employer/Group
- Producer/Broker

API

REST API Access

EDI Transactions

Data Warehouse

Enterprise System

Administration System

- Benefit Plan Designs
- Enrollment & Eligibility
- Provider Management
- Vision Lab Ordering

- Authorization Determinations
- Utilization Management
- Claims Processing
- Billing & Commissions

- Customer Service
- Appeals & Grievances
- Reporting
- Data Import & Export

Continuous & Automated

24-7 End-User Configurable

Fully Hosted

System Security

HITRUST Certified & HIPAA-Compliant

SKYGEN

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600 Improvements and 150 Releases

Over 270,000 Active Users

Approaching 1 billion API requests by data consumers

Approaching 50 million members

Let's jump in & discuss some of the things we're up to

MODERNIZED MEMBER EXPERIENCE

Reduce communication friction & meet members where they are!

Disparate Systems

Member Web Portal Desktop

Member Web Portal Mobile

Member Mobile App

Line of Business:
- Dental
- Vision

Market Segment:
- Commercial
- Medicare Advantage
- Medicaid
- Savings Clubs

Plan Type
- Group
- Individual

Code-Base coupled with Provider Web Portal & Group Portal

Improved Features

- FAP: Map-based & location-based search for FAP with enhanced-filers
- Realtime & Live "Eligibility Card"
- Realtime Benefit Consumption Display
- Manage family/members
- Vision: Track orders, shop online, submit claims
- Teledental: Virtual Dental Appointments

Communication

- Notifications Hub
- Smart Messaging
- Email Templates
- Surveys

One platform for agnostic member experience

Device Agnostic & Responsive
- App Store Download
- Mobile
- Tablet
- Desktop

Web   iOS   Android

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MEMBER EXPERIENCE PLATFORM

Virtual Dental Care

Available Now In The SKYGEN Mobile App and Coming Soon to the SKYGEN Web Portal

See A Dentist Now

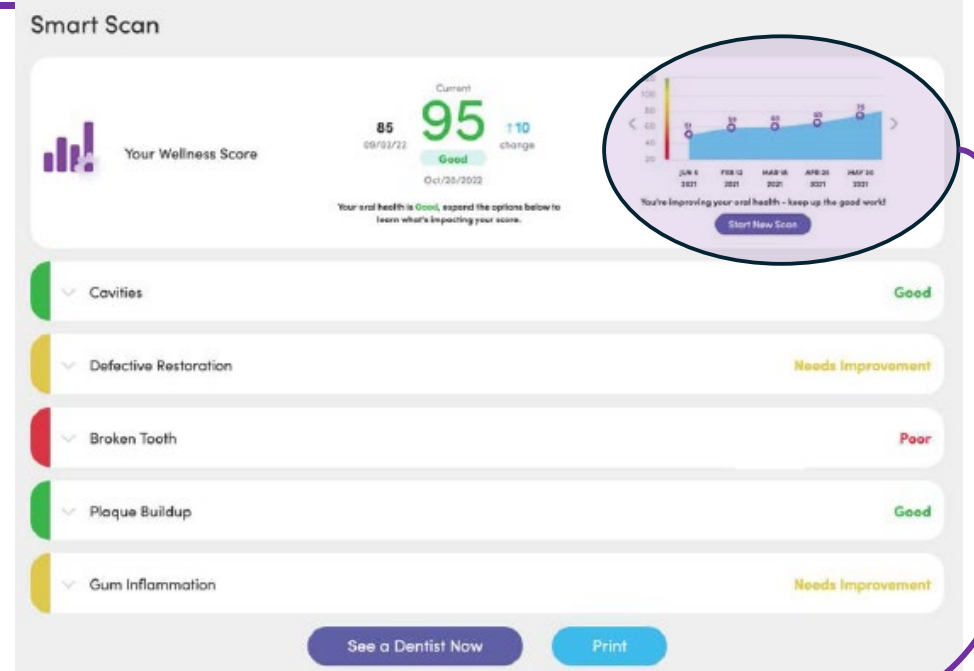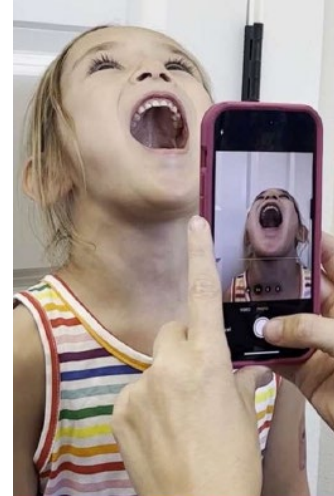Speak with an online dentist 24/7 for issues including tooth aches, infections, and dental emergencies.

SEE A DENTIST NOW

Free At-Home Assessment

Follow the guides to take 5 photos of your teeth to receive a FREE personalized oral health report powered by AI.

Smart Scan

Your Wellness Score 85 **95** ↑10 change
09/01/22   Current   Oct/20/2022
Good

Your oral health is Good, expand the options below to learn what's impacting your score.

You're improving your oral health – keep up the good work!

Start New Scan

Cavities	Good
Defective Restoration	Needs Improvement
Broken Tooth	Poor
Plaque Buildup	Good
Gum Inflammation	Needs Improvement

See a Dentist Now   **Print**

MEET CICI OUR AI CARE COORDINATOR

CiCi can help your members understand their Smart Scan wellness report and answer common questions

Using AI, CiCi will learn about your members by analyzing health records, previous interactions, and even claims data to help coordinate care.

For example, if CiCi knows a member is a diabetic, and sees gum inflammation in that member's wellness report, CiCi will strongly encourage the member to seek in-person dental care and provide them with educational material for why it's important, given their specific healthcare needs.

Explore your Wellness Score with Cici

Your personal Care Coordinator can give your deeper insights about your results.

Start Now

Members Can Use CiCi To Assist Them In Understanding Their Results and Drive Measurable Improvement over Time

VISION PROVIDER PORTAL

Streamline provider experience through single entry point for all segments

2024 Completed

- Claim Entry
  - Med/Surg service entry
  - Pay-Per-Lens Billing
  - Other Coverage and EOB
  - Add Attachments
  - Add Remarks
- Authorizations
  - Submit Auths
  - View Historical Auths
  - View Auth Letters on Dashboard
- Medicaid Attestations
- View Fee Schedule
- View Authorization Schedule
- Resource Center (e.g. Documents)

2025 Planned

- Continue modernization & migration
- Streamlined User Profile Experience across market segments
- Various Enhancements to Existing Features
  - Barcode to Provider Order Summary
  - Future DOS on Eligibility Search
  - Expedited Checkbox on Auth Entry

SKYGEN

Home   Authorization   Claims ⌄   Entity Management   Resource Center ⌄   Contact Us   Language: English   Albert Gilbert   AG   🔔 2

Good morning, Albert Gilbert! 📅 Friday, May 2

Access your benefits, find providers, and manage your dental health all in one place.

Active Claims	New Alerts
5	2

Eligibility Checker
Check subscriber eligibility to get started with a new claim or auth.

* indicates a required field.

Location *   Provider *   Date of Service *
[Select location]   [Select provider]   [mm/dd/yyyy]

Select Search Method
[Subscriber ID] [Subscriber ID & DOB] [Last Name & DOB] [Full Name & DOB]
[Last Four of SSN & DOB] [All Fields]

Subscriber ID *
[Enter subscriber ID]

[🔍 Search]   [Reset]

News & Alerts (2)   See all → ⌃

URGENT Critical Coverage Update for Premium Lens   View ⧉
Effective April 15, 2025, our premium lens coverage policy has been significantly expanded. Providers can now offer enhanced...
12:58   New York, USA

IMPORTANT System Upgrade Scheduled   View ⧉
The provider portal will undergo a major upgrade on April 10, 2025 from 1:00 AM to 5:00 AM EST, bringing powerful new...
09:30   Chicago, USA

Claims   View Dashboard
Entered	3
Submitted	0
In Process	2
Processed (Last 30 Days)	1

Payments   View
[Recent] Historical

Date	Amount
07/02/2018	$0.00
07/02/2019	$0.00
07/02/2020	$0.00

Incomplete Drafts   View Dashboard
Member Name (ID)	Type	Expiration Date	
Alan Smith (DOS 02/20)	A	03/20/2025	View
Jordan Health (DOS 02/10)	A	03/20/2025	View

Eyeglass Orders   View Dashboard
Entered	3
Submitted	0
In Process	2
Shipped (Last 30 Days)	1

Contact Lens Orders   View Dashboard
Entered	3
Submitted	0
In Process	2
Shipped (Last 30 Days)	1

Quick Access
Pick a feature for quick access to common tasks

[Select Feature ⌄]

DENTAL HUB

Credentialing Committee Reviews & Meetings

→ Review Applications
→ Bulk Approve Practitioners
→ Send to Committee Meeting & Review Queue
  - ✓ Start Meeting – add chairs for voting members to verbally vote
  - ✓ Application queue, click on the provider to review and then approve or deny during the meeting
  - ✓ Credentialing Statuses are synced to the SKYGEN Enterprise System

VISION BENEFIT – DESIGN PROJECT

Improved Design for Vision Benefit Plan Configuration & Management

✓ About **20 steps** can be **reduced** of the current manual process

✓ About **12 improvement opportunities** to refine the current process

✓ **Automation & Integration**:
  → Introduce a **standard import process** user interface to support initial implementation migrations and ongoing automation scheduling
  → Enhanced **APIs** for integrations with group rating systems and new client onboarding.

✓ **Benefit Summary**: Provide the ability to view how a **benefit summary** would look right from the benefit plan itself.

✓ **Dashboard**: Provider a working dashboard to get a **360 view of plans**, with the ability to browse different types of plans.

ORAL HEALTH RISK ASSESSMENTS

PREVISER® Intercepting Disease

SKYGEN®

Patient Eligibility & Benefit Lookup

Create oral risk factor

Oral Health Risk Assessment
- Caries
- Perio
- Oral Cancer

Participating Provider

Member Oral Risk Factor

Benefit Plan Rules
- Service Coverage – Not covered; if risk factor, then covered
- Service Limits – Frequencies; if risk factor, then added limits

Claims Adjudication
- ✓ NoncoveredServices Edit – Provider participating, member oral risk factor, configured benefit rules > coverage kicks in
- ✓ MaxPerPeriodService Edit – Provider participating, member oral risk factor, configured benefit rules > additional frequency kicks in

ELECTRONIC IMPORT MODERNIZATION

EDI File

834/PIFF

Data Streaming Flow

Import & Produce
Import File, validate data formats, produce family topics & error topics

⚙️ Modern Rules Engine

Record 1 → **Reconcile**
Transform data, rules, reject topics, reconcile data

Record 2

Record N

Change 1

Change 2

Change N

Stream data into system
Event-based stream pipe
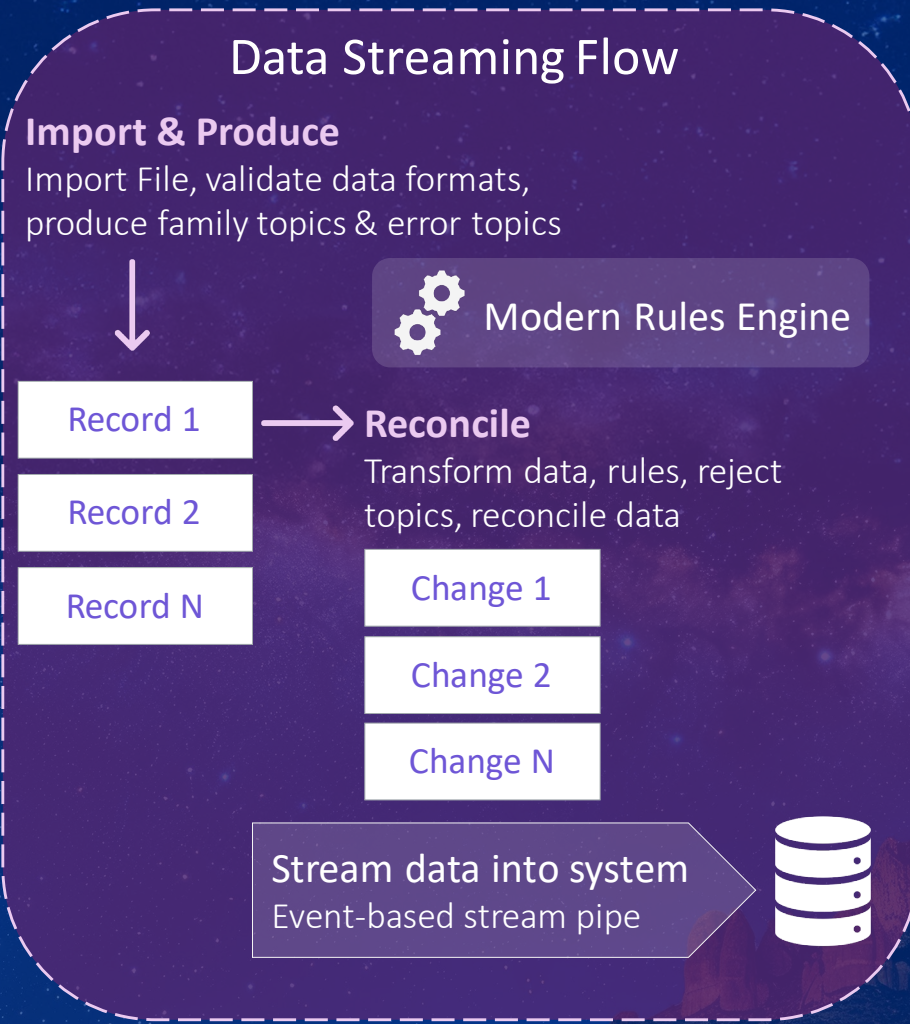
EIM 834/WB ▾ 837/WB ▾ 270/271 ▾ 276/277 ▾ Networks ▾ Fee Schedules ▾ Client Group ▾ Payment Reconciliation Reporting ▾ Logs ▾ Help ▾   System Navigation ▾ Log Out

Enrollment Feeds

Main > Enrollment Feeds

| Add New | Edit Feed Template | Maintenance Mode |

Feed Name ⇕	Processing Type ⇕	Feed Type ⇕	Feed Status ⇕			
001_834_DEMO_test	Batch	ANSI 834	Active	✎	⧉	✕
834_Chetna_Feed1	Stream	ANSI 834	Active	✎	⧉	✕
834_dale	Batch	ANSI 834	Inactive	✎	⧉	✕
834_dale10	Batch	ANSI 834	Inactive	✎	⧉	✕
834_dale2	Batch	ANSI 834	Active	✎	⧉	✕
834_dale3	Batch	ANSI 834	Active	✎	⧉	✕
834_dale4	Batch	ANSI 834	Active	✎	⧉	✕
834_dale5	Batch	ANSI 834	Active	✎	⧉	✕
834_dale6	Batch	ANSI 834	Active	✎	⧉	✕
834_dale7	Batch	ANSI 834	Active	✎	⧉	✕

« ‹ 1 of 9 › »

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CLOUD DATA WAREHOUSE & ADVANCED REPORTING

Discovery Phase – Strategy & Architecture

Supporting the modernization of our data ecosystem and reporting capabilities

- ✓ Create a Modern & Scalable Data Ecosystem
- ✓ Streamline Data Sharing & Analytics
- ✓ Enable Greater Business Agility
- ✓ AI-driven experiences

Lay the foundation for a scalable, flexible, and intelligent reporting ecosystem

Strategy Area	Current Constraint	→	Future Target
Modern Data Platform	Same ES SQL Server		Cloud-native warehouse
Data Sharing & Movement	Push-based transfers		Pull-based sharing & in-place use
Standard Reporting	Limited report templates		Improved out-of-the-box dashboards
User Empowerment	Reliance on custom reporting		Self-service & autonomy

AI – BOOST PRODUCTIVITY, STREAMLINE OPERATIONS & ENHANCE PRODUCTS

Embedded AI Copilots for Productivity

Enabling efficiency with the tools used in daily activity

- GitHub Copilot / Cursor
- Lovable / Bolt
- Microsoft 365 Copilot Chat
- Microsoft 365 Copilot
- ChatGPT Team / Enterprise
- Notion
- Dynatrace
- HubSpot
- Etc.

Agentic Workflow Automation

Automate business processes for enhanced operational excellence

- Microsoft 365 Copilot Agents
- Microsoft Copilot Studio
- Azure AI Foundry
- Other (n8n, UiPath, Automation Anywhere)

AI-Driven Solutions

Infusing AI directly into our technology & introduce new industry solutions

- Azure OpenAI Service
- Azure AI Foundry
- Azure AI Search
- LangChain
- LangSmith
- Etc.

Bring AI where you are – low friction, fast value & automation

Engineering – Learn, prove, innovate

Responsible AI | Governance Committee | AI Policy
Data Security, Data Privacy, Data Isolation, IP Protection

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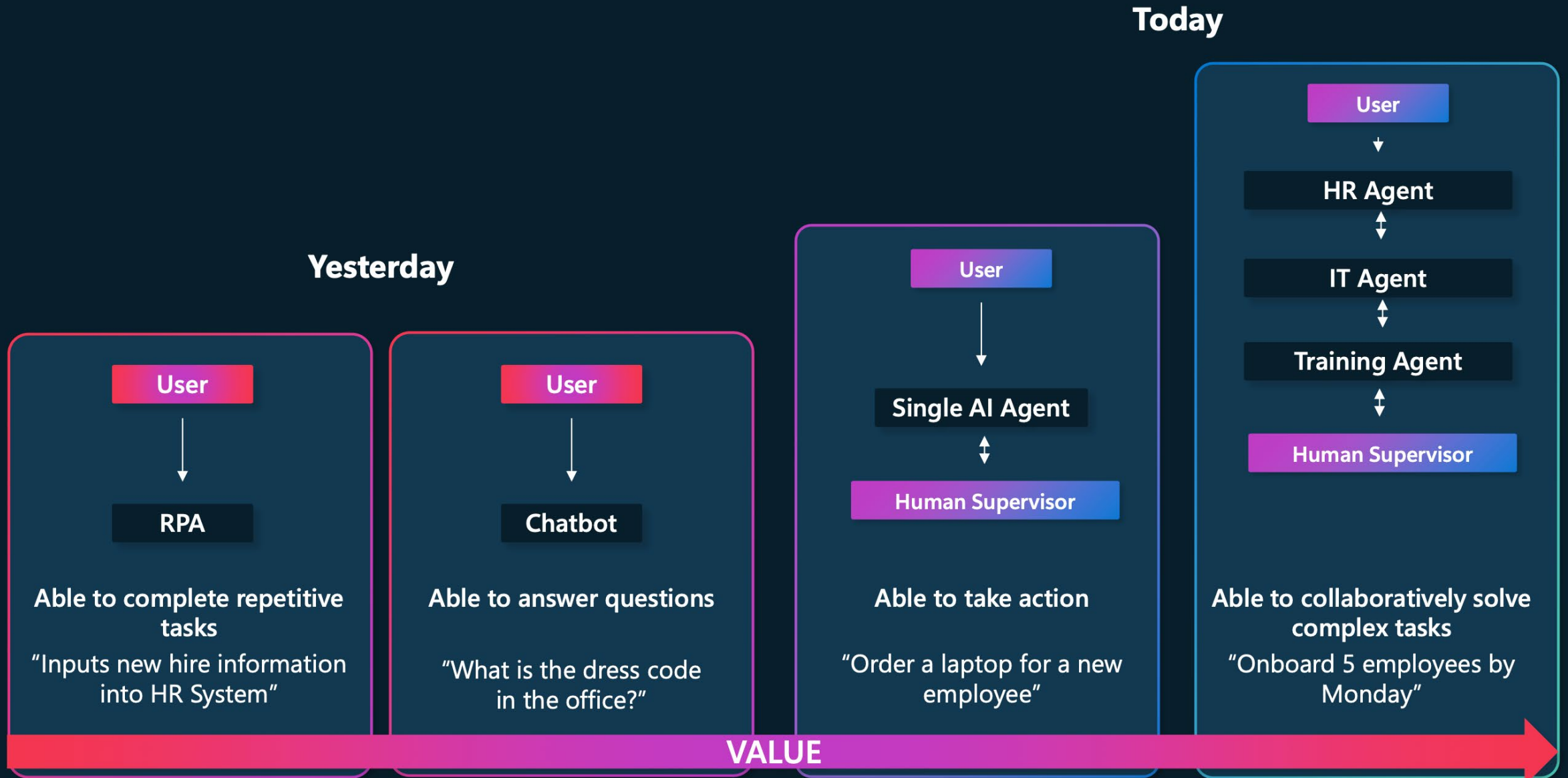# AI – TRANSPARENT, PRACTICAL & READY TO LEAD

Where are we now

- ✓ Published AI Policy
- ✓ Established AI Governance Committee
- ✓ Enable embedded AI Tools for experimentation & adoption
- ✓ Partnered with consulting experts to develop skillsets and adoption in-house
- ✓ Developing AI Center of Excellence(s)
- ✓ Built first low-code Agent Automation Pilot
- ✓ Building Intelligent Automation Foundation
- ✓ Building first Proof of Concept AI-App

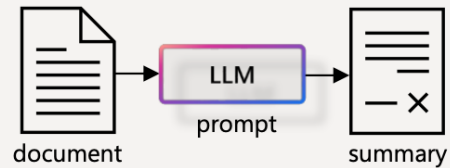## What's Next

- → Continue Learning & Increase Adoption
- → Launch first Internal AI-App
- → Develop AI Strategic Roadmap
- → Continue to build AI Agent Workflows to streamline operations
- → Evolve our products with AI-driven experiences

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Agentic AI Progression

Today

Yesterday

User	User
↓	↓
RPA	**Chatbot**

Able to complete repetitive tasks

"Inputs new hire information into HR System"

Able to answer questions

"What is the dress code in the office?"

User

↓

Single AI Agent

↕

Human Supervisor

Able to take action

"Order a laptop for a new employee"

User

↓

HR Agent

↕

IT Agent

↕

Training Agent

↕

Human Supervisor

Able to collaboratively solve complex tasks

"Onboard 5 employees by Monday"
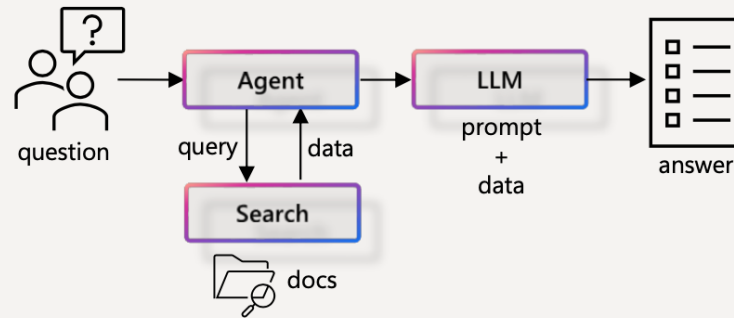
VALUE →

Agents

Evolution of LLM-based Solutions

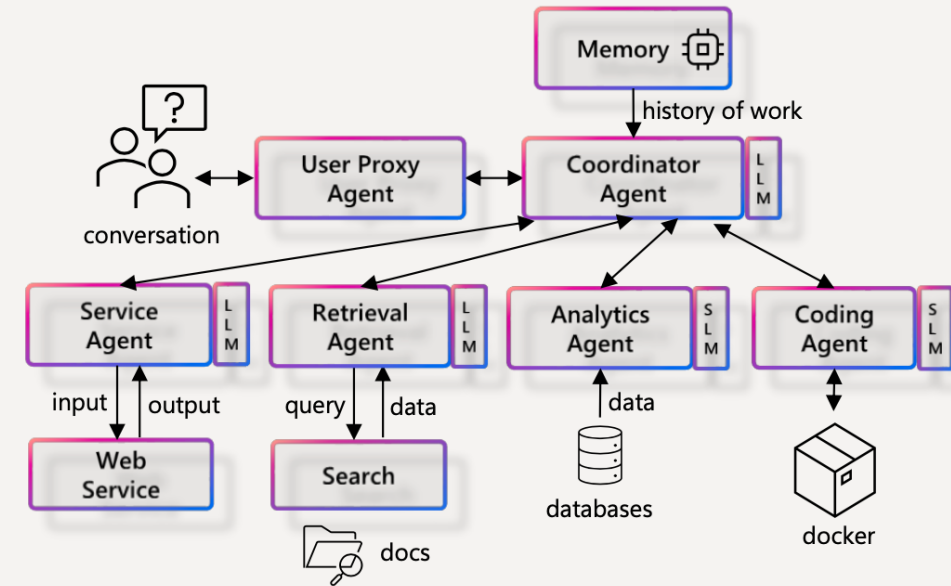**No Agent**
Very narrow one-shot task

Ex: log to JSON

Single Agent
Very clearly scoped iterative task

Ex: providing an answer with supporting evidence to a complex question

Multi-agent Systems
Wide scope complex use case requiring diverse skills

Ex: Propose 2 Instagram marketing campaigns including assets that would leverage the top 2 recent trends in our past quarter US Sales to boost our mailing list user base and predict the impact of each campaign

VALUE

Q & A

Thank You