SKYGEN

Powering the Future of Dental and Vision Benefits Administration

SKYGEN has been part of the healthcare benefits ecosystem for a long time. When you look back to the company's early days, what problem were you most determined to solve and what still hasn't changed about that mission today?

SKYGEN was driven by a clear and purposeful mission: to simplify and modernize the management of dental and vision benefits through advanced technology and strong, collaborative partnerships across Medicaid, Medicare, and commercial markets. At the time, the specialty benefits landscape remains fragmented, characterized by disconnected workflows, legacy systems, and the challenge of aligning payers, providers, members, and government agencies within highly specialized niches. More than 30 years later, those same challenges not only remain but have become increasingly complex. What has not changed, however, is SKYGEN's commitment to solving them and today, our mission continues to evolve through deeper client engagement and innovation. Programs such as SKYGEN's annual Voice of the Customer ensure that client insights directly shape strategic planning, product roadmaps, and long-term solutions, while keeping customer success at the centre of everything the company does.

As dental and vision programs grow more complex, what are the everyday pressures your clients face that don't always show up in strategy decks, but matter deeply in execution?

As dental and vision programs become more complex, many of the pressures our clients face are rooted in day-to-day execution rather than long-term strategy, including operational strain, resource limitations and the need for dependable support that can adapt quickly to changing demands. Rising healthcare costs driven by higher premiums and increasing out-of-pocket expenses are an ever-present concern, but what often matters most in practice is the ability to manage these pressures consistently and efficiently with the right solutions and support. This is where they turn to SKYGEN. Beyond technology, clients need partners who can translate systems into real-world solutions. By investing in automation that streamlines workflows and reduces administrative burden, while also providing

Steve Berryman
CEO

Where intelligent technology and automation meets trusted expertise in specialty benefits."

experienced dental and vision experts who understand cost management and best practices, SKYGEN helps organizations balance financial pressures with quality outcomes. These execution-level realities, though less visible in strategy decks, are critical to sustainable program success.

Technology sits at the center of what you do. How do you decide where automation truly adds value and where human judgment still needs to stay in the loop?

Technology and automation are central to our approach, but we are deliberate about where and how they are applied, driven by a guiding principle as to where it can add real value and impact while retaining our core mission to enhance stakeholder experiences and promote health equity at scale. Automation, for instance, is prioritized in applications where it can remove friction, improve accuracy, and drive efficiency. At the same time, we recognize that certain decisions require human judgment, context, and accountability, particularly in areas that affect member experience, clinical nuance, or regulatory oversight. As we explore the potential of AI, we remain firmly committed to delivering strategic value without compromising security, compliance, or trust. Dedicated teams at SKYGEN are building and testing AI pilots in close collaboration with our clients, carefully identifying use cases where AI meaningfully supports outcomes while ensuring people remain in the loop where insight and expertise matter most.

Many organizations struggle with disconnected systems and manual workarounds. What patterns do you consistently see when new clients come to SKYGEN for help?

When new clients come to SKYGEN, a consistent pattern quickly emerges: system sprawl driven by multiple legacy platforms, fragmented data, and heavy reliance on manual workarounds. Over time, these disconnected environments become costly to maintain and increasingly unsustainable, limiting both operational efficiency and the ability to scale or grow. We also frequently see redundancies in payer–provider interactions, which can slow claims processing, disrupt payments, and strain member and provider services. These issues often compound one another, creating friction across the entire benefits ecosystem. Addressing them requires solutions that are both flexible and scalable. SKYGEN's modern SaaS-based Enterprise System is purpose-built to automate common dental and vision workflows, increasing efficiency and reducing reliance on manual processes. Complementing this, our Dental Hub simplifies and eliminates redundant payer–provider interactions, streamlining

operations and improving satisfaction for all stakeholders involved.

Leadership often sets the tone behind the scenes. How do the CEO and C-suite shape decision-making, accountability, and the way teams show up for clients?

Leadership at SKYGEN plays a critical role in shaping how decisions are made, how accountability is

Darrin Haehle
CTO

> " *Simplifying complexity, scaling trust, and delivering smarter benefits administration at every level*"

John Schaak
Chief Innovation and Growth Officer

upheld, and how teams ultimately show up for clients. The CEO and C-suite consistently reinforce the mindset that SKYGEN is a strategic partner, not simply a vendor. This philosophy influences every level of the organization, ensuring that customer centricity is a core operating principle embedded in everything we do. Leaders model this approach by prioritizing long-term client outcomes over short-term gains and by holding teams accountable to delivering real, measurable value. That commitment is reflected in a culture that emphasizes consulting expertise, hands-on implementation support, and close collaboration with clients. Insights gained from these partnerships are reinvested into continuously improving SKYGEN's software and services, creating a feedback loop that strengthens decision-making, accountability, and client trust.

SKYGEN works across government and commercial programs.

What has that taught you about trust, scale, and responsibility?

Working across both government and commercial programs has deeply reinforced for SKYGEN that trust, scale, and responsibility are not abstract concepts—they are daily obligations. Our business was built on these principles, delivering highly specialized dental and vision benefit administration that demands both technological excellence and domain expertise. Operating at scale, particularly within regulated environments, has taught us that trust is earned through consistency, transparency, and an unwavering commitment to compliance. The regulatory landscape continues to evolve, and with it comes a heightened responsibility to adapt without disruption to our clients or the members they serve. That is why all SKYGEN solutions are delivered on a HITRUST-compliant, security-first platform designed to meet changing regulatory requirements while maintaining operational efficiency. In parallel, dedicated teams across Medicare Advantage, Medicaid, and commercial markets spanning both dental and vision ensure depth of knowledge and tailored solutions that responsibly support programs of every size and complexity.

Looking five to seven years ahead, what do you believe will matter most in benefits administration and how is SKYGEN preparing for that future?

Over the next five to seven years, agility and scale will be critical differentiators in benefits administration. The ability to configure and manage multiple benefit plans quickly and accurately without adding complexity will determine which organizations stay ahead. Industry dynamics such as dual eligibility across Medicare and Medicaid populations, consolidation among plans, and large insurers operating on inefficient, fragmented systems will further intensify these demands. SKYGEN's benefit plan configuration capabilities make it easy to configure and manage various dental and vision plans seamlessly within a single administration system. Simultaneously, we are investing in a technology-forward future where automation plays a central role in improving speed, accuracy, and responsiveness. Continuous feedback loops allow us to iterate rapidly and enhance our platform. What distinguishes this process is that the software we deliver to clients is the same system we use internally, giving us firsthand insight and ensuring it is built for real-world performance and long-term adaptability.