



PULSE PERSPECTIVES

Integrated Care: 3 Years, 3 Perspectives, 1 Goal

Three years of SKYGEN Pulse Reports show that integrated medical, dental, and vision care is a major opportunity for payers, one that could close preventive care gaps, improve follow-through on treatments, and better support individuals with chronic conditions or special health needs.

2024 – Consumer Perspective

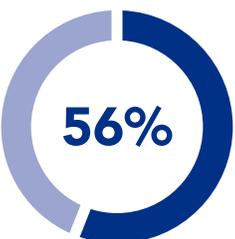
Many consumers overlook the health benefits of integrated medical, dental, and vision care—often skipping exams despite having coverage. Still, 39% say better coordination between providers would improve their overall care experience.



Say better coordination between providers would improve overall care experience

2025 – Provider Perspective

More than half of providers support integrated care to improve patient outcomes, but face barriers such as limited access to shared health data.



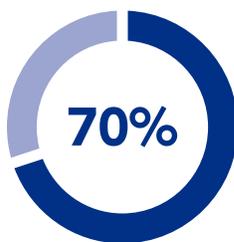
Providers

2026 – Broker Perspective

While brokers do not explicitly use the term “integrated care,” their priorities reveal clear opportunities to advance it. In addition to emphasizing more personalized, data-driven plan offerings (53% dental / 53% vision), brokers identify education and communication as critical levers for improving member engagement and adherence to care.



Recommend simpler, more transparent plan documents



Recommend interactive digital tools for employee learning

Key Takeaway:

Consumers need awareness and motivation. Providers need access to shared data. Brokers recommend payers can drive adoption with creative benefit designs and education that connect oral, vision, and overall health.

Payers are in the best position to unite these priorities into a cohesive, integrated care model.

HOW SKYGEN HELPS PAYERS DELIVER INTEGRATED CARE:

The **Enterprise System** enables configurable plan designs, conditional benefits, and market-specific variations to link medical, dental, and vision coverage, supported by tailored wellness program integration with reminders, incentives, and education that encourage coordinated care. The **Enhanced Benefits Management Program** aligns plan design with integrated care goals while ensuring preventive coverage. The **Provider Select Suite** rewards providers delivering high-quality, coordinated care and advanced screenings. The **Member Portal** and **Member Mobile App** offer members/consumers/employees on-demand access to integrated benefit information, resources, and incentives. The **Broker Portal** equips brokers with real-time plan data, quoting tools, and educational materials to demonstrate the value of integrated benefits.

Want to dive deeper into SKYGEN Pulse Report insights? Scan the QR code to explore the Pulse Resource Hub at:

