

FIND YOUR SEAT! SIT IN THE SECTION THAT CALLS YOU THE MOST:

What is your biggest priority as a payer right now?



Section A · Green

To Run Leaner

Reduce the cost
of doing business



Section B · Pink

To Serve Better

Elevate every stakeholder
Experience to retain & satisfy



Section C · Blue

To See Further

Make smarter, faster
decisions on an intelligent
platform

Can't decide? Pick your favorite color.



TRANSFORM

What's New — Innovation, Technology, and What's Next at SKYGEN



Run Leaner

Reduce the cost of doing business

Section A • Green

Network Stacking: Find Your Sweet Spot

Moderate savings; minimal provider abrasion

ZIP / ZIP3 STACKING

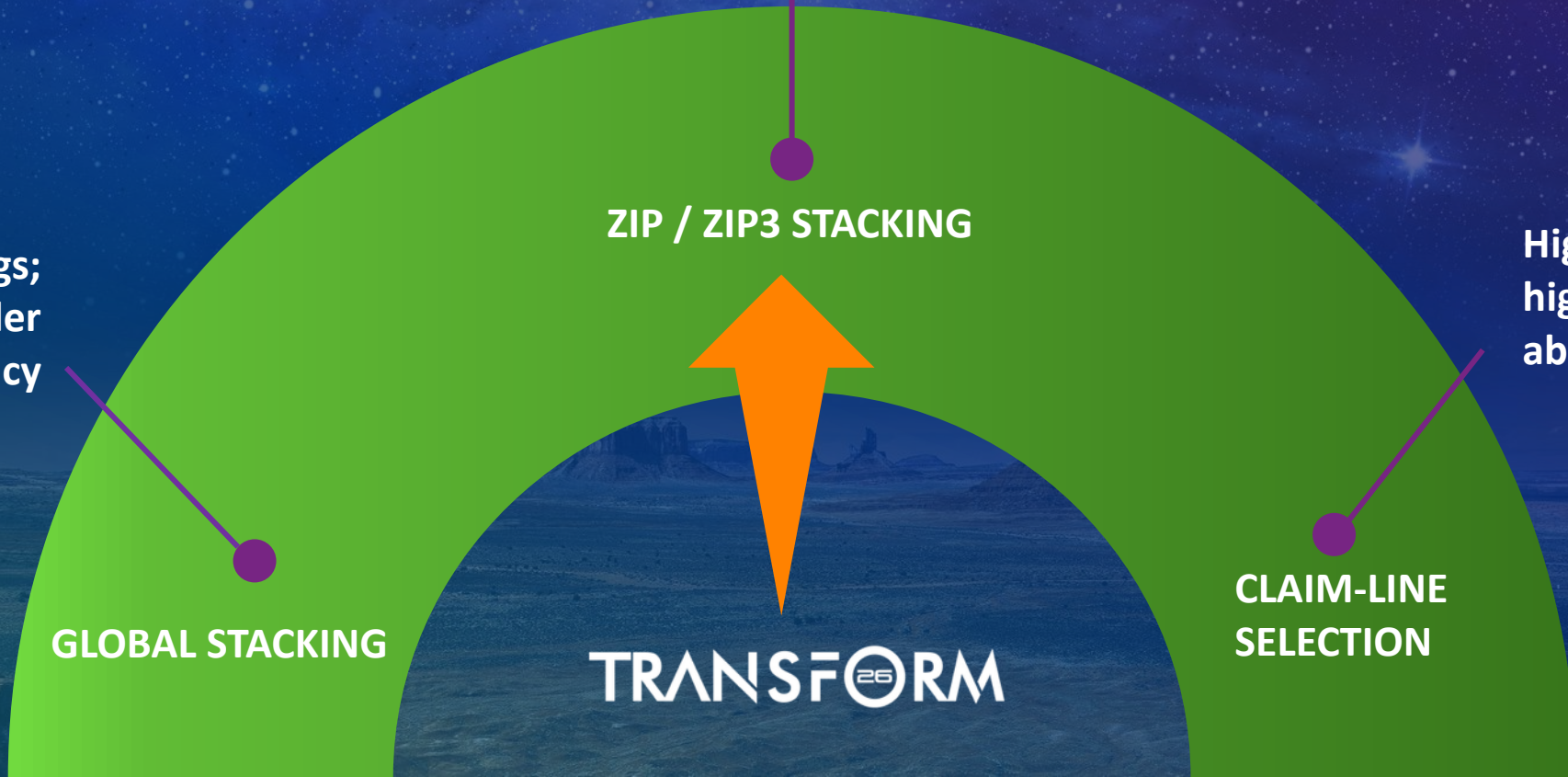
Lower savings; complete provider consistency

GLOBAL STACKING

Highest savings; highest provider abrasion

CLAIM-LINE SELECTION

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Network Stacking in Action

Import Your Hierarchies

Load a CSV file of your stacked rankings.

Self-Service Configuration

View your configured rankings at the Zip3 level and make changes as needed.

Claim Adjudication Decision

Watch your claims select the correct network based on the provider's office location.

Recoupments: a Predictable, Automated Configuration

CAM | Dashboard Work Queues Administration Setup Reporting Logs Help System Navigation Log Out

Recoupment Rules

Edit Priority Add Rule

Description	Priority	Recoup Period	Start Type	End Type	Prior Notice	Min Recoup	Eff. Date	Term. Date	Rule ID
All Pay Member - Manually Recoup	1	3 Years	Paid Date	Received Date			01/01/2024		9
All Provider Initiated Correct Claims	2	5 Years	Received Date	Received Date			01/01/2020		13
All Vision Claims	3	1 Year	Received Date	Creation Date			01/01/2025		11
Prior Notice Recoup Payee ID 639	4	3 Months	Received Date	Creation Date	2 Business Days		01/01/2024		10
Payee ID 151	5				2 Calendar Days		01/01/2026		14
State of TX	6	6 Months	Received Date	Received Date	45 Calendar Days		01/01/2000		1
State of WI	7	30 Days	Received Date	Received Date			01/01/2000		2
State of FL	8	30 Months	Paid Date	Received Date	40 Calendar Days		01/01/2000		4
State of SC	9	18 Months	Paid Date	Received Date	30 Business Days		01/01/2000		5
State of IA	10	24 Months	Received Date	Received Date		25.00	01/01/2000		6
State of CO - Medicaid or Medicare	11	36 Months	Date of Service	Creation Date			01/01/2000		7
State of CO - Commerical	12	12 Months	Date of Service	Creation Date			01/01/2000		8

Automated Recoupment Decisions

Now, *recoup*, *hold*, or *don't recoup* is automatically determined based on policy, timing, & thresholds in our new rules engine.

Stops Low-Value Work

Avoid spending \$10 to recover \$2. This enforces minimum recoup amounts and “never recoup” scenarios.

Full Tracking and Visibility

The new Claim Recoupment Record, reason codes, and adjustment codes for full auditability.

AI Member Services Agent

“Give me a benefits breakdown for this member. Walk through frequencies & coverage.”

“How many procedure codes does this member get in a plan year?”

“Is this member eligible for this procedure code now?”

TODAY

CSR navigates multiple screens & reports to get certain types of information and to answer one question.



WITH AI SERVICE AGENT

CSR gets instant answer—queried from live system data via Enterprise System APIs.

RUN LEANER

WHAT'S
COMING

Member Services Agent in Action

Member ID

FALLON FELLOWS

Address	11 QA DRIVE MEQUON, WI 53001	Email	-	DOB	01/01/1990 (Age=36)
County	Sheboygan	Phone	-	Gender	Female
		Medicaid ID	-	SSN	-

FAP Elig Claims Auths Tooth Hist Accums Benefits Appeals Complaints Manage Case

Benefit Plan: Fallon Escalating Plan - Calendar - PPO ... Insurer: Dental Contract Type: Employee & One Child ELIG ORM FAP

Eligibility Period	Member ID	Group				
01/01/2020 - Present	830820227-00	Calendar Group				
Enrollment	Subscriber	Benefit Status	Active	Late Enrollee	No	Waiting Periods Available
Other Info 1	-					

Enrollment

Claims

Date of Service
 To

Benefits

Benefit Plan
Benefit Period 01/01/2021 through (No Term)
Benefit Level
Code Search * 74

Find a Provider

Zip Code *
 -
Specialty
All Specialties

Chat Assistant

Powered by Enterprise-Grade AI

Running on Azure OpenAI inside your existing security and compliance perimeter.

Our MCP Routes the Questions

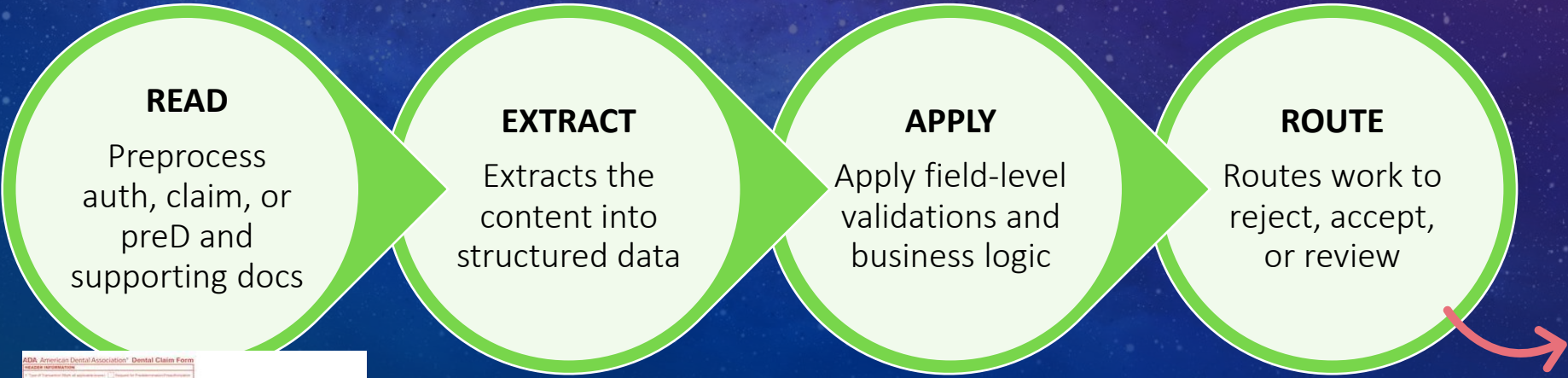
The Model Context Protocol (MCP) traffic controller knows where to direct each question to get the right answer.

Built as a Platform, not just a Feature

We built the intelligent layer that can sit between any user interface and our Enterprise System data. Possibilities abound!

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AI Document Intelligence



Accept
Auto-routed for processing

Review
Flagged fields only

Reject
Rules-based, auditable

Any ADA claim form, 2002 – 2024

BOX 43:
Replacement of Prosthesis? = Yes

BOX 44: Date of Prior Placement = Blank

Rejection Reason = "Date of Prior Placement Missing/Invalid"



Serve Better

Elevate every stakeholder experience to retain & satisfy

Section B • Pink

SERVE BETTER

WHAT'S NEW

Member Experience Portal

The screenshot shows the SKYGEN Member Experience Portal. At the top, there is a navigation bar with the SKYGEN logo, Home, Benefits, Find a Provider, and More. A notification icon with '10' and a user profile icon are on the right. Below the navigation bar, a date indicator shows 'Monday May 4, 2026'. A personalized greeting reads 'Good Afternoon, NOLEN' with the subtext 'Access your benefits, find providers, and manage your dental health all in one place.' Below this, there are four main action buttons: 'Find a Provider' (Locate Providers), 'Benefit Summary' (View Coverage), 'Claims' (View Claims), and 'Appointment' (Schedule Visits). The 'Find a Provider' section features a 'Quick Provider Search' box with the prompt 'Find a provider near you' and an input field for 'Enter Zip or Location' with a 'Search' button. The 'My Healthcare Network' section is divided into three panels: 'Primary Provider' (SG Location, Test Regression, In Network), 'Plan Details' (Plan Name: SG Dental Plan, Eligibility: 66, Active), and 'ID Card' (NOLEN JONES, Effective Date: 1/1/2025, Member ID: 5801637-00, Group ID: 562, with a Share button).

Modernized Portal

Built on the latest & greatest technology stack, interfacing with the source-of-truth data Enterprise System via APIs, fully deployable anytime.

Updated Look & Feel

The UX has been simplified and optimized while retaining 100% accessibility to WCAG AA 2.1 standards.

Added Functionality

The new portal shares a codebase with the native mobile app, so new feature sets are available such as selecting PCP, submitting an OON vision claim, sharing ID card, & more.

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SERVE BETTER

WHAT'S NEW

Member Experience Portal: Self-Service Configuration




Skygen Employee Plan [Change](#)

Danielle Wade


- Main Page
- Developer Settings
- Global Branding ●
- Configurations ●
- Feature Flags ●
- Dynamic Pages
- Admin User Access

Member Admin Portal


Environment: Production | Tenant: Skygen Employee Plan




[Configure](#) →
Developer Settings
API Keys, webhooks, and debug options.



[Configure](#) →
Language Settings
Configure available languages.




[Configure](#) →
Global Branding
Colors, logos, and typography







[Configure](#) →
Configurations
Portal behavior and defaults




Configuration Status

82% Complete



Developer Settings	5/5	
Language Settings	5/5	
Global Branding	5/5	
Feature Flags	15 Selected	
Global Configurations	5/5	

Recent Activity

-  **Updated API Webhook URL**
John Smith 2 Hours Ago
-  **Modified Primary Brand Color**
John Smith 2 Hours Ago
-  **Updated Feature Flags**
John Smith 2 Hours Ago

[View all activity](#) →

SERVE BETTER

WHAT'S NEW

Vision Provider Portal: Claim & Order Entry

Location Detail

Main > Location Management > Location Detail

Selected Location: CLINIC 100 a

[Create Payee](#) | [Create Location](#) | [Change Location](#)

CLINIC 100 a (ID:3)

General Attributes | Providers | IDs | Hours | Languages | Accessibility | Catalogs | **Vision Portal Settings** | Portals | Documents

Verify

Lock

Vision Portal Settings

Create and manage portal transaction configurations for the selected location. Select "Use Templates" to utilize configurations from previous locations.

[Add New Configuration](#) [Use Template](#)

Portal Product Group	Effective Date	Termination Date	Catalog	Transaction Type Glasses	Transaction Type Contacts
Medicare	01/01/2027		Essilor Catalog	Order Only	Provider Claim and Order (Formula...
All Products	01/01/2025	12/31/2026	Essilor Catalog	Provider Claim and Order	Provider Claim and Order (Formula...

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Payer-Level Configuration

Vision Portal Settings now offer the flexibility of your wildest dreams. Control the claim/order entry fields required of a provider by office location & product type.

Member 360 Page

Before entry begins, get a 360 view of the member—current eligibility, coverage categories, available service & materials, and more.

Provider Workflow Enhancements

Responsive entry pages & new features like diagnosis pointers & modifiers simplify data entry and reduce errors.

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WHAT'S COMING

Modern Group Portal

Member Roster Improvements

Enrollment & Eligibility Date Enhancements

Payment Functionality & History

The screenshot displays the SKYGEN Group Portal interface. At the top, the navigation bar includes 'Home', 'Enrollment', 'Invoices', 'Entity Management', 'Documents', 'Setup', and 'Contact Us'. The user is logged in as 'Hello, Albert Gilbert' with options for 'Language: English' and 'Light' theme.

The main content area is titled 'Good afternoon, Albert' and features a 'Member Search' section with a search bar and a 'Search' button. Below the search bar, a 'RECENTLY VIEWED' section lists four members: Alex Johnson (last viewed 2d ago), Priya Patel (last viewed 1d ago), Marcus Lee (last viewed 3h ago), and Sofia Garcia (last viewed 5h ago).

To the right, a blue box displays 'SKYGEN Company' information, including the address '10201 N. Port Washington RD, Mequon, WI 53092' and email 'danielle.wade@skygenusa.com'.

The main dashboard is divided into three columns:

- Enrollment:** Shows 'Total Members' (3), 'Subscribers' (1), and 'Dependents' (2). Below this, 'MEMBER METRICS' for the last 30 days shows a 'RETENTION' rate of 94.8% (up 2.3%) and 'ACTIVE MEMBERS' of 1,842 (up 8.7%).
- Invoices:** Shows 'Total Invoices' (3), 'Paid Invoices' (1), and 'Unpaid Invoices' (2). Below this, 'INVOICE METRICS' for the last 30 days shows an 'OUTSTANDING BALANCE' of \$12,450 (down 5.2%) and a 'LAST PAYMENT DATE' of 03/15/2026 (NaN%).
- Documents:** Lists 'RECENT DOCUMENTS (4 MOST RECENT)': 'Member Agreement 2024' (Nov 2, 2024 + PDF), 'Coverage Summary' (Oct 28, 2024 + PDF), 'Benefits Guide' (Oct 15, 2024 + PDF), and 'Enrollment Form' (Oct 10, 2024 + PDF). A 'View All Documents' link is provided at the bottom.

At the bottom left, there is a 'Client Information' section partially visible.

SERVE BETTER

WHAT'S
COMING

Communications Module & Automation

ECM | Templates System Navigation ▾ Log Out

Templates

Main > Templates

[+ New Template](#)

Name ↑	Business Area ▾	Channels	Letters	Language ▾	Status ▾	
<input type="text" value=""/>	<input type="text" value=""/>			<input type="text" value=""/>	<input type="text" value=""/>	
Appeal Closure Letter Member	Appeals	Print Email Portal	3 Letters	English	Active	✎ 📄 🗑️
Appeal Closure Letter Provider	Appeals	Print	1 Letter	English	Archived	✎ 📄 🗑️
Member Auth Reconsideration	Appeals	Email Portal	2 Letters	English	Active	✎ 📄 🗑️
Member Grievance Acknowledgement	Appeals	Print Email	3 Letters	English	Active	✎ 📄 🗑️
Provider Appeal Acknowledgement	Appeals	Print Email Portal	2 Letters	English	Active	✎ 📄 🗑️
Provider Auth Reconsideration	Appeals	Email Portal	1 Letter	English	Active	✎ 📄 🗑️
Receipt of Request to Appeal Member	Appeals	Print Email	4 Letters	English	Draft	✎ 📄 🗑️
Receipt of Request to Appeal Provider	Appeals	Email	2 Letters	English	Active	✎ 📄 🗑️

Self-Service Template Creation

To manage all your templates to meet all requirements of the communication form—branding, content, formatting, languages, etc.

Automated Generation

Rules-driven configuration to hook communication creation to specific events in the software ecosystem.

Multi-Channel Delivery

Another configuration-based approach to deliver the communication in whatever format required, prioritizing digital where possible.



See Further

Make smarter, faster decisions on an intelligent platform

Section C · Blue

TRANSFORM

SEE FURTHER

WHAT'S
COMING

Modernizing Data Analytics & Self-Service Reporting



Prebuilt reports

Standard industry reports available out of the box



Self-service dashboards

Customize views, filter data, build your own reports



AI-powered Q&A

Ask questions in plain English — "show me claims denial rates by provider" — and get instant answers



Cloud data sharing

Clients using their own BI tools can connect directly — secure, governed, no extracts



Cloud Data Foundation

No more data copies & extracts

No performance hit to core systems

Scales with growth

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SEE FURTHER

WHAT'S
COMING

APIs Built for the Future

COMPASS

[← Back to Documentation](#)

[Tools](#)

[Sign Out](#)

API Documentation BETA

Comprehensive API reference and integration guides for Enterprise Services.

API Version Selection

Please use the API version that matches your Enterprise System version to ensure compatibility and access to the correct endpoints and features.

API Version

All APIs



Benefits API

V2026.2

The benefits API exposes methods to manage benefits. Please use the version of the API endpoints that match the version of your Enterprise System.

[View API](#)



Brokers API

V2026.2

The Brokers API exposes methods to manage Brokers and Agencies. Please use the version of the API endpoints that match the version of your Enterprise System.

[View API](#)

66



Claims API

V2026.2

The Claims API exposes methods to manage Claims. Please use the version of the API endpoints that match the version of your Enterprise System.

[View API](#)

Modern API Documentation

Complete, searchable, always in sync—get what you need without a support ticket.

AI-Powered Assistant

Ask anything in natural language to get the right endpoint, parameters, and examples instantly.

AI-Ready Protocols

Building out the MCP interoperability layer so any AI consumer can plug in natively; building infrastructure for the next generation of integrations.

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See Further

Let's hear from YOU!

TRANSFORM



As we continue to plan what's next, which of these would create the most value for your organization?

Q & A





Thank You

CONNECT WITH US

SKYGENUSA.com

Visit our online **Knowledge Center** to access the latest insights and industry best practices to help your organization succeed in dental and vision.

Continue the conversation  