

Use Case: Member Portal Enhancements

Situation

The 2018 Net Promoter Survey (NPS) survey indicated that members wanted more control and transparency over their provider choices, Guarantee of Payment (GOP) options and claims while on assignment.

- Members struggled to get access to providers who required a GOP prior to receiving care.
- Turnaround time to obtain a GOP was too long.
- Strict protocol for obtaining GOPs for all services was resulting delayed service or denial of service.

Action Plan

A multi-disciplinary team was formed to understand and map the customer experience on the member portal. Cross-functional teams partnered to leverage existing technology and implement new capabilities within the current platform that would improve the ability to find care, understand payment options and manage claims.

Outcomes

Enhanced International Provider Search

- “Near me” search with map results
- GOP functionality link
- Clearer direct pay messaging

Submit Claim Functionality

- Reduced number of steps from five to three
- Streamlined process by reducing fields by 29%
- Review payment preferences and change functionality added to site

Use Case: Empowering Members with Health Care Technology

Situation

The 2018 Net Promoter Survey (NPS) survey indicated that clients wanted their employees proactive about their health and overall wellness. They wanted to use technology to help their employees take charge of their physical and mental health while on assignment and at home in order to be more productive and help lower health care costs.

Action Plan

A multi-disciplinary team collaborated on designing and implementing a suite of digital health empowerment tools that could be leveraged globally from a desktop and mobile device to drive employee engagement and help clients foster a culture of health within their organization.

Outcomes

My Wellbeing

A digital health platform from Optum®, a UnitedHealth Group® company, was leveraged to create and sustain positive mental, physical and behavioral changes on assignment.

- Individual Health Score assessment
- Goal setting
- Health challenges
- Virtual health coaches
- Online community support
- IEAP access

Virtual Visits

24/7 access to medical professionals for employees and dependents to help reduce absenteeism and improve employee satisfaction knowing their health needs are covered at home and abroad.

- On-demand virtual care from a desktop or mobile device
- Access to physicians who can diagnose and prescribe medication
- Convenient, faster care without traveling to a doctor's office or facility
- Health care beyond normal clinic hours