

The Client

The client is Michigan's largest non-profit health insurance organization with a large network of doctors and hospitals, that provides health benefit plans to individuals, employers, Medicare and Medicaid beneficiaries.

How we got the membership portal of Michigan's largest health insurer back into shape

Business Requirement

The client's customer management portal had over 5 million users on board, allowing members to retrieve their policies and claims, and other connected health insurance details. It also displayed member-specific data such as the total claims and transactions over a given period. The client needed a partner to help improve their portal's performance, as it was declining with time. The requirement was to make the portal an efficient, customer-friendly and safe self-service tool for members.



Beyond Possible

ApexonHealth helped the client by resolving functional issues while conducting performance testing in the quality assurance environment, which were also useful for the client's corporate organization portal.

Our engagement team also made proactive suggestions for overall application enhancements, such as smarter ways of pulling data from an existing system to reduce time lag, uncovering security issues and resolving them.

ApexonHealth's Solution

The client picked ApexonHealth for the project for our ability to conduct performance testing within a narrow time frame. The ApexonHealth team analyzed the system architecture and the volume of the member data exchange, and suggested improvements in the development environment to stabilize the application prior to performance testing.

ApexonHealth increased the efficiency and go-to-market phase of the client by automating the member portal, and improving its quality within a short time.

- Development and support of member portal supporting over 5 million users.
- Completely built on commercial open source technology stack (Java).
- Mobile enablement of complete web portal.
- Provided technical capability to improve member portal performance.

Business Benefits

- New improved look and feel with structured display for membership claims.
- Dramatic performance enhancement. The response time for login scenarios reduced to 8 seconds from 35 seconds, and for common services and other scenarios to 4 seconds from 12 seconds.
- Helped the client meet their internal goal related to the percentage of users being assisted via the membership portal.



About ApexonHealth

ApexonHealth helps Providers, Payers, and other healthcare organizations harness the power of AI-technologies. This drives reduced costs, better cash flow, and increased customer satisfaction. ApexonHealth's Newton AI platform integrates machine learning, Robotic Process Automation, and Business Process Management. Solutions let customers modernize their back-office without the need for costly system integration.

Headquartered in Southfield, MI, ApexonHealth is the healthcare division of Technosoft Corp. The company has 14+ years of healthcare experience and 6 global delivery centers in the US and India. More than 80 healthcare organizations trust ApexonHealth. ApexonHealth is a member of HFMA, HBMA, AHIMA, AAHAM, AAPC, MGMA, AHIP and CISA. To learn more, visit Apexonhealth.com.

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