CitiusTech

Shaping Healthcare Possibilities

CitiusTech reimagines Member portal for a leading Health Plan to deliver a seamless and personalized member experience

A leading Health Plan with a presence in four states and a customer base of over 3Mn faced significant challenges with its member portal. A mix of legacy technologies and manual interventions led to slow response times and frequent system downtimes—affecting member experience and increasing maintenance costs.

The client partnered with CitiusTech to re-architect and build a cloud-native, AWS-based member portal. CitiusTech's solution enhanced application performance by 60%, improved NPS, and reduced $2Mn in licensing costs. Now, that is transformation!

CASE STUDY

BUSINESS CHALLENGE

Unreliable portal frustrates Health Plan members

How would you feel if you had to wait for long hours to get the status of your healthcare claim? And even then, just as you tried to get the information, the portal went down?

Members of a leading Health Plan were facing these issues with mounting frustration. They depended on the Health Plan's member portal to access claims status, eligibility, and benefits. The existing portal, built with a 3rd party licensed platform, could not keep up with the information and experience needs of a 3Mn-strong and growing member community.

Slow response times, frequent system downtime, manual data loading processes, and a mix of diverse technologies at the backend made the portal not just inefficient but a big drain on resources.

Clearly, it was time for a switch. It helped that the 3rd party platform was up for an expensive renewal. So, the client decided to build their own cloud-native platform on AWS that could handle the load of member requests without breaking a sweat or the bank. The key goals of the new platform were—improved user experience, enhance reliability, and reduced total cost of ownership.

CitiusTech has been a strategic partner to the customer for more than 6 years and has helped drive the shift from a traditional Health plan to a more member-focused organization. Given the strong partnership and value delivered, the client chose CitiusTech to make this portal a reality.

THE SOLUTION

Tech Makeover: From legacy to agility on AWS

CitiusTech collaborated with the client to completely rebuild the platform natively within the AWS cloud to deliver faster responses, zero downtime, and a superior member experience. This required a ground-up approach to re-architect the frontend, microservices, and data platform.
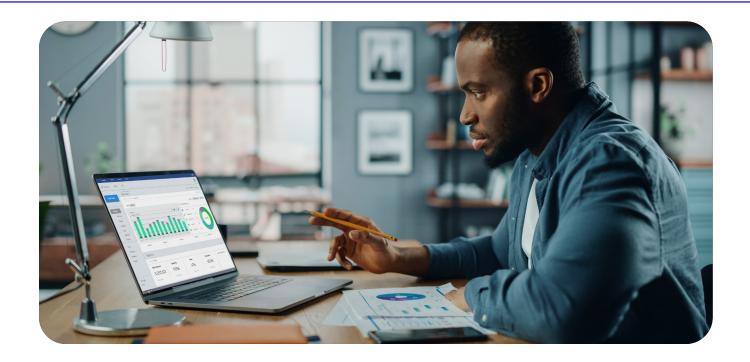
An initial pilot migration helped identify bottlenecks and data flow issues. The CitiusTech team then migrated members' data to the renewed cloud-based platform using React and NodeJS and connected it to the client's legacy on-prem database. In addition, to ditch the old database dependency, CitiusTech set up some fresh data stores with AWS DynamoDB.

Here's the tech deep dive:

- Re-architected microservices with ECS, EKS, and Lambda and ensured role-based access with AWS IAM.

- Reduced latency by optimizing the source data pathways and building a single source of truth.

- Simplified the tech stack with React frontend and a NodeJS, GO, and JAVA backend.

- Standardized and templatized infrastructure with AWS CloudFormation and implemented app logs with AWS CloudWatch.

- Upped security with automated vulnerability & security management.

- Rolled out multi-tenancy support with support isolation for each Health plan under the parent organization.

The result? A sleeker, faster portal with great UX that works flawlessly on all devices.

Transformation Delivered: Savings, speed, and seamless experience

The AWS-powered solution by CitiusTech created a reliable member platform and helped the client decommission their legacy portal. Prompt, secure, and accurate access to information improved member experiences. The highlight here was a high NPS score and an annual savings of $2Mn against licensing fees.

With CitiusTech solution, the client was able to:

Enhance application performance by 60%.

Achieve system uptime of ~100%.

Eliminate manual intervention for deployment, maintenance, and troubleshooting.

Deliver superior user experience through its digital-first initiative.

Increase accountability and governance by 2X.

Improve production maintenance efficiency by leveraging AWS CloudWatch and NewRelic APM.

In a nutshell, by re-architecting the portal, the client achieved faster response times, round-the-clock system availability, and improved member engagement.

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CitiusTech is a global IT services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable with deep domain expertise and next-gen technology.

With over 8,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation and industry-wide convergence through next-generation technologies, solutions, and products.

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