Javelina Experience Framework

Web Portal, Mobile App & Chatbot

Improve Customer Engagement with
Hyper Personalized Experiences

Digital healthcare experiences with a patient-first mindset improve care delivery and enhance brand value. But many healthcare organizations are unclear on where to begin their customer experience journey. Moreover, they also face challenges like excessive cost of development, handling data silos and legacy systems, gaining an edge over the competition without increasing cost or simply lacking a full understanding of customers' needs. As a result, companies often fail to match the rate of change around them, slowing their ability to innovate faster and deliver intuitive and engaging experiences for payers and members.

The New Experience Framework for Healthcare Payers

Javelina Experience Framework, a Web Portal, Healthcare Mobile Application and Chatbot, is a customizable SaaS multi-tenant white-labelled solution that integrates seamlessly with Javelina and non-Javelina platforms. This solution gives members access to new services, such as on-demand interactions with caregivers and analytical modeling of personalized treatment, a consolidated view of healthcare plans and personalized care estimates - all on the go.

The framework enables payers organizations with cutting-edge technology and customer-centric services to speed up their business and provide most meaningful member experiences. With AI-enabled modular features, administrators can deliver better member service through improved decision-making and automation as soon as members enroll, while reducing the total cost of ownership. Javelina Experience Framework can help them create claims estimates based on real-time data, enable timely payment reminders and accelerate pre-authorization, credentialing and enrollment.

Javelina Experience Framework - Benefits

Members

40↑**%**
Increase in patient satisfaction
The personalized self-service portal provides adequate details on coverage and spending

60↓**%**
Reduction in queries
on finding care and estimating cost

40↓**%**
Reduction in enrollment cost
during open enrollment

Client/TPAs/Admins

40↓**%**
Reduction in call volumes
due to the self-service feature for uploading documents, ID Card requests, etc.

60↓**%**
Reduction of Claims Processing time
as the need for specific information from members/providers is limited

30↓**%**
Reduction in turnaround time
with features like notification, messages and self-service
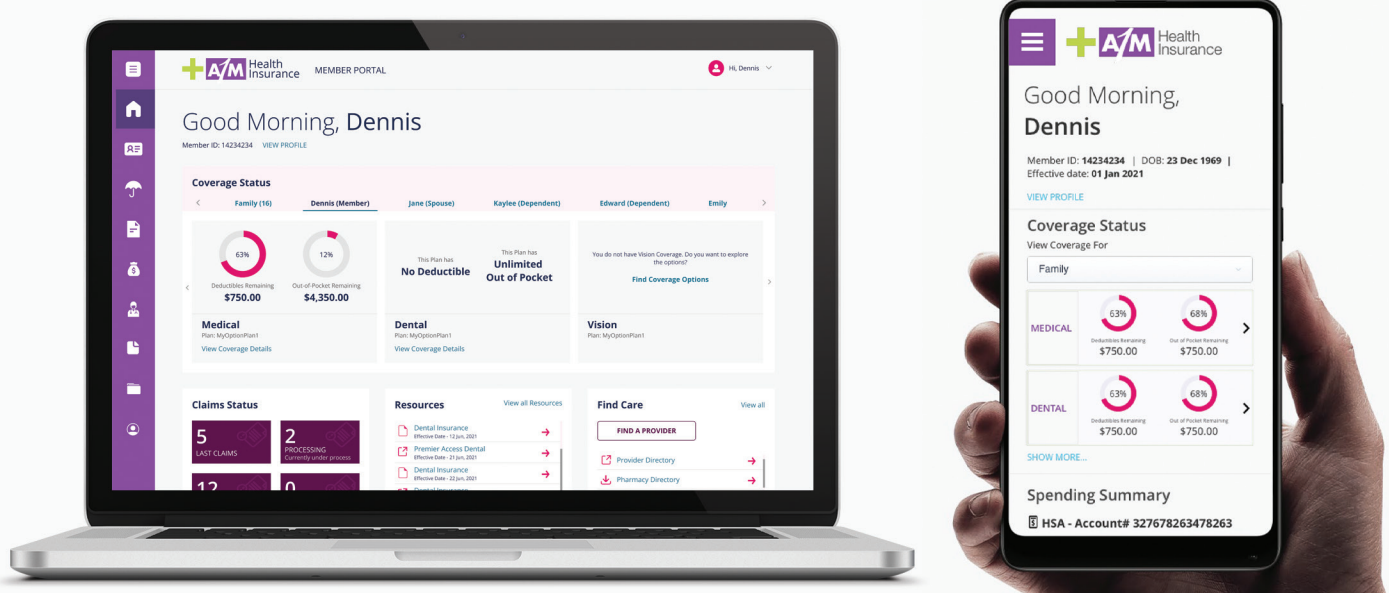
50↑**%**
Increase in member engagement
with advanced personalized Javelina Experience Framework and virtual help

Rich Features, Powerful Functionality

The Experience Framework boasts an enhanced user interface and can be customized with your choice of features that are most relevant to your Member, Provider, Employer Administrators and/or Brokers.

Super App
One-stop shop to keep track of all your healthcare transactions

Two-way In-App Messaging
Connect patients and providers virtually

Cost Estimator
Analyze policies' price and coverage

Personalized Dashboard
View claims, authorization, benefits and spends

Integrated Chat Capability
Driven by Generative AI

Biometric Authentication
For data security

Location-based Services
Multi-language support, navigational support to nearby care providers

Cloud-ready
Designed for easy integration, performance and scaling

White Labelled Solution
Enhance your brand, reputation and basket of offerings

SaaS Multi-tenant
Reduce customer onboarding time and total cost of ownership

Modular Features
Easy customization with discrete scalable and reusable modules

API-driven Architecture
Enabling superior digital experience through personalization

HIPPA Compliant and End-to-end Encryption
Highly secure and safe data exchange

Differentiated Experience

Enhance Business Agility & Personalization

- Designed with user experience at the center

- Configurable UI framework ensuring a high degree of control to meet changing market demands efficiently

Faster Time to Market

- Reusability across the development lifecycle

- Effective componentization to reduce maintenance and redesign costs

- Quick iterations to enable the inclusion of feedback early on

Improved Brand Value

- Prioritized functionality with high business value to reduce time to market

- Early customer feedback to improve brand position and relevance

- Multi-channel experience to increase customer engagement

For improving your customer engagement with an intelligent and integrated experience framework, write to us at: Mphasis.healthcare@mphasis.com

About Mphasis

Mphasis' purpose is to be the *"Driver in the Driverless Car"* for Global Enterprises by applying next-generation design, architecture and engineering services, to deliver scalable and sustainable software and technology solutions. Customer centricity is foundational to Mphasis, and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^2_{™} = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization, combined with an integrated sustainability and purpose-led approach across its operations and solutions are key to building strong relationships with marquee clients. Click here to know more. (BSE: 526299; NSE: MPHASIS)

For more information, contact us at: marketinginfo.m@mphasis.com

Mphasis Corporation
5353 N. 16th Street
Suite 400, Phoenix, AZ 85016
T: 602.604.3100
https://javelina.mphasis.com

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