

Opportunity Areas

		TEK	PDT	EXP	INT
		Infrastructure & Technology	Product Approach	Experience Design	Intervention Design
PDT	EFFECTIVE METHODS TO INTRODUCE AND TEST ENHANCEMENTS				
In-product feature and update tutorials, enables the care managers and other system users to stay in sync with a continuously evolving product.					
TEK	ROBUST CALL SCHEDULING SYSTEM				
A scheduling system that helps associates to quickly and efficiently schedule calls by utilizing the calendar data available across the platform.					
EXP	STREAMLINING DOCUMENTATION				
Reducing effort spent on documenting information received over calls, allowing the care manager to focus more on connecting with the member.					
EXP	IMPROVED CARE MANAGEMENT INTAKE EXPERIENCE				
An onboarding experience where care managers spend more time providing quality care to the member, than checklists and documentation.					
EXP	COLLABORATIVE CARE MANAGEMENT TOOL				
Enabling the member’s care team to communicate and collaborate better, resulting in better overall care for the member.					
INT	ENABLE MEMBERS AND CARE MANAGERS TO TRACK PROGRESS ON GOALS				
Enabling the members to view and track progress of their health goals and allowing associates to focus on providing care rather than retrospective information gathering.					
TEK	PREDICTIVE IDENTIFICATION OF POTENTIAL MEMBERS FOR CARE				
Proactively identifying potential members (using evolving health markers) that can benefit from care management and helping them embark on their care journey.					
TEK	SMART PROVIDER RECOMMENDATIONS				
An intelligent recommendation system that automates the provider search process to help care managers look up in-network, local, and relevant providers to pair with members.					
INT	RELEVANT EDUCATION CONTENT FOR MEMBER				
Arming the care managers with a educational content that is catered to the member based on their health information in claims and submitted through various assessments.					
TEK	EASY ACCESS TO ON-DEMAND INFORMATION				
Easy access to on-demand information during calls that care managers can use to address member health needs and concerns.					
INT	MARKETING OUTREACH TO ELIGIBLE MEMBERS				
Members that are tracked through predictive member identification automatically receive marketing outreach educating them about the benefits of joining a care program.					
PDT	REAL-TIME DEFECT AND FEEDBACK CAPTURING				
An easier in-product feedback gathering system, enabling product managers to understand care managers’ issues with a shorter lead time.					
INT	OMNI-CHANNEL COMMUNICATION WITH CARE TEAM AND MEMBERS				
Care managers and members can communicate via multiple channels making the care management program more dynamic and accessible.					
INT	REWARD IMPACTFUL METRICS				
Care managers are measured and rewarded based on the degree to which they provide positive customer experiences for members and help members achieve their health goals.					
TEK	USE WEARABLES TO MONITOR MEMBER HEALTH				
Members enrolled in the care management with wearable can opt to share that data with the care team.					
INT	CONCIERGE SERVICE FOR PREMIUM CARE MANAGEMENT				
When a member is signing up for a new plan, care management is communicated as an added service, and members can choose to opt in or out of the program.					

Opportunity Areas Prioritization

