

Placing Health Insurance in Customer Hands

Mobile application activates one-stop-shop for health insurance resources



Health Care



Software Development



Front End, Back End & Mobile



Cordova, AngularJS & Bootstrap

BACKSTORY

A national health care insurance provider, facing a strict timeline, needed a partner to build out a robust mobile application to enhance their customer experience to include display, service, and front-end development. The Select Group’s solutions team delivered an end product that allowed our client to transform the insurance experience of more than 3 million users by giving them a one-stop-shop for documents, customer service support, and online tools.

SOLUTION

Leveraging Cordova, TSG built out hybrid mobile applications for both iOS and Android operating systems. By investing in digital transformation initiatives, the app better positions our client to compete with other leading health care providers, while helping build healthier communities and, most importantly, saving lives.

TSG MANAGED SOLUTIONS

● Solution Development

We worked with the client to develop an optimal project plan and execution strategy for the application build-out.

● Building & Scaling Teams

Building cross-functional teams, TSG flexibly scaled the team as the app development requirements scaled.

● Service Delivery

Owning engagement oversight, we partnered with the client on-site to design, code, and test features for the hybrid mobile application, tracking and ensuring deliverables were met within the strict timeline.

Project Outcomes

- ✓ Adopting an Agile Sprint methodology, TSG partnered to develop a hybrid mobile application that provided users access to claims and claim status, and other online tools such as ‘Find a Doctor’ and ‘Cost Estimator.’
- ✓ Understanding the importance of cybersecurity within healthcare technology, TSG provided a solution that kept security at the forefront with features such as ‘Digital Member ID’ access and fingerprint/touch ID sign-in.
- ✓ TSG worked cross-departmentally to own the project and deliverable tracking, working within a strict timeframe to allow the client to focus on other critical business initiatives.