Digital transformation of Member Portal on AWS

aws PARTNER Advanced Tier Services
- Public Sector
- Immersion Day
- AWS Glue Delivery
- Amazon QuickSight Delivery
- Migration Services Competency
- Healthcare Services Competency

Business Problem and Context

- Customer is a leading provider of healthcare solutions in the pacific north west spanning 3M members across 4 states

- Client's member platform was hosted on-premise and they wanted to move the portal to Amazon Web Services (AWS) based infrastructure

- With an objective to reduce overall maintenance & upgradation costs and make the application more scalable, secure and future proof

Value Delivered

- CitiusTech migrated member portal to AWS hosted tech stack and leveraged AWS functionalities to ensure data security & HIPPA compliance

- Improved member experience by adding several new features to the portal - wellness portal integration with member portal, member initiated claims submissions, online benefits summary for Medicare members, care timelines, Rx analytics based medication insights

- Built bi-directional data exchange with 3rd parties, wellness programs

- AWS components used: ESK and ECS for container orchestrations, Cloud watch for logging & monitoring, Lambda for serverless job schedular

---

3M members' experience enhanced (Medicare, Medicaid, Commercial)

~80% performance improved for portal application

Enabled bi-directional exchange of care gaps & supplemental data with 3rd parties using native AWS

Facilitated configurable extract generation using native AWS for wellness program sharing

---

CitiusTech