



Health Plan Member Portal Enhancement for Improved User Experience

Success Story

To improve the current experience along the customer journey for its members, a leading Health Plan developed a feature-rich & user-friendly portal to drive member engagement.

Business Impact

A leading US health plan leveraged CitiusTech's engineering & automation capabilities to upgrade its member portal with new features, improved security upgrades & UX design for an improved member experience.

10

new features added
for unified UX

~70%

less dependency on
third-party portals

100%

test automation
(staging & production)

~88%

reduction in total
test execution time

Client Requirement

The client is a large health plan with a portal for members to access & manage medical records online.

Client needed to enhance its member experience by:

- **Adding new features** such as drug lookup, pharmacy locator, OTC, medication (refills, renew, transfer), order status, retail medication, current & archived medication, & auto-refill
- **Ensuring data security** & privacy compliance

The client also needed to validate these new features through an automation suite to save time & effort.

The CitiusTech Advantage

The client partnered with CitiusTech to enhance the portal's **functionalities, security** & also address future needs. CitiusTech leveraged its user experience capabilities to ensure a better member experience.

CitiusTech's expertise in **open-source authorization framework** helped implement a secure access mechanism for the member portal.

To ensure efficient & stable portal performance, an **automated regression testing suite** was developed using Selenium & Java – in the staging & production environment – resulting in faster time to market.

Technology Overview

CitiusTech’s engineering team enhanced user experience by implementing new features & security upgrades. CitiusTech also automated testing efforts, reducing the test execution time significantly. Key features of the solution include:

Open ID Connect Configuration

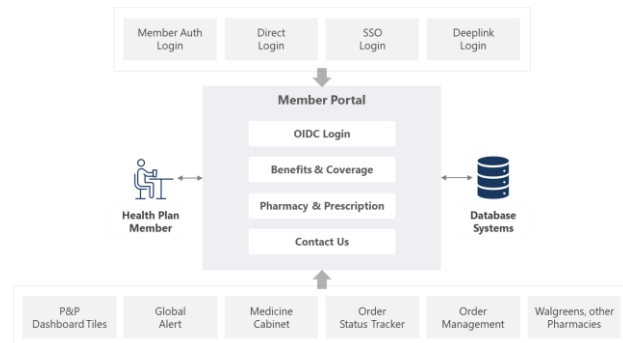
- Built OpenID Connect (OIDC) layer over OAuth 2.0 framework for third-party apps to **verify end-user identity** & obtain profile information
- Performed validation testing of new login using OIDC mechanism across multiple environments
- Identified & validated business critical workflows to ensure existing functionalities work correctly

Test Automation Suite

- Developed & maintained steady automation suite for pharmacy & prescription features
- Conducted **acceptance testing** across multiple environments to reduce QA validation time & effort
- Leveraged **Selenium testing tool** with Java to develop automation suite on client’s existing Cucumber testing framework

Regression Testing

- Implemented new features such as placing an online order, tracking order status, etc.
- Performed **sanity suite & regression suite testing** after upgrading the portal with new features
- Accelerated acceptance testing during production releases with an effective regression testing strategy



Solution Schematic – Member Portal Enhancement

About CitiusTech

CitiusTech is a specialist provider of healthcare technology services & solutions to healthcare technology companies, providers, payers & life sciences organizations. With over 4,000 professionals worldwide, CitiusTech enables healthcare organizations to drive clinical value chain excellence - across integration & interoperability, data management (EDW, Big Data), performance management (BI / analytics), predictive analytics & data science & digital engagement (mobile, IoT). CitiusTech helps customers accelerate innovation in healthcare through specialized solutions, platforms, proficiencies & accelerators. With cutting-edge technology, world-class service quality & a global resource base, CitiusTech consistently delivers best-in-class solutions & an unmatched cost advantage to healthcare organizations worldwide.

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