CASE STUDY:
Creating Web solutions for Health Payers

MAJOR
HEALTH
INSURANCE
COMPANY

Employer Self Service (ESS)
Employer Self Service Portal satisfying critical employers' needs

Challenge

Our client has identified a need to add Employer Self Service features to their Employer Connection portal. The features encompass the following items:

- Manage Activation

- Maintain Access Rights

- Employer Registration and Login

- Maintain Employer

- Employer Group Roster

- Self-Service Transactions

  - Add Member

  - Update Member

  - Terminate Member

Our Solution

In the first project phase, Pamet put together a technical architecture document for the requested solution that detailed out the complete system design.

In the second project phase, Pamet implemented this solution by developing three major subsystems of the portal:

- Security - Proving all functionalities related to the user administration and maintaining access rights like activation, registration, login and delegation.

- Employer Group Roster - Providing an ability to view the employee roster online displaying current employees as well as historical data. The system enables users to search, sort and print their roster.

- Self-Service Transactions - providing an ability to initiate a transaction to conduct add, changes, deletes for employees within an employer group.

- Spring
- Hibernate
- Oracle

Benefits to the Client

- Pamet helped architect the client's first major solution on the new Spring/Hibernate software platform.

- The client gained greatly improved features and quality of online self-service capabilities available to the employers and producers/brokers.

- The new solution satisfied the critical need of employers to validate eligibility and benefits online for the group members, since the client's old employer portal did not support this functionality.

- The new portal, aside from serving as registration and login point, also provides the single sign-on capability for the users to navigate to other employer-related applications, both those hosted internally and those hosted by external ASPs.