

CASE STUDY

OVERVIEW

RAZOR supported this commercial healthcare client with IT staffing needs for over 10 years. We were part of the core team during this multi-year Digital Transformation program specifically related to digitizing and consolidating member data.

Major Health Insurance Provider

Transform Member Records Held in Legacy Systems to a Digitized and Centralized Network of Health Information

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PROBLEM

Data for over 2 million members stored across disconnected legacy systems, including paper files, make it difficult and time-consuming for clinicians, claims analysts, enrollment and billing reps, and care plan specialists to gather a centralized view of member profiles.

SOLUTION

Create a digitized, centralized, and connected view of member health attributes by analyzing and transforming significant amounts of data from various systems and paper files.

RESULT

A 360-degree view of all member data and critical health attributes including: medical history, medications, lab results, and wellness programs. This information can help create custom reports and dashboards used in campaigns and journeys for individual members.

BENEFITS

- Complete views of member health profiles enable clinicians and client teams to manage care plans more accurately and effectively.
- Enhanced, accurate financial and claims data are available in real-time.
- Members can view their complete health profiles in one central location.
- Tech platform is scalable and member acquisition streamlined.