

A female doctor in a white coat with a stethoscope, holding a tablet, against a background of various medical icons like a cross, heart, and DNA.

**ZUCI WORKS WITH A HEALTHCARE INSURANCE PROVIDER TO MAKE
HIGH-QUALITY SPECIALTY CARE DIGITALLY ACCESSIBLE**

CASE STUDY



Industry - Healthcare



Location - Texas, USA



Services Offered -

- Web Development
- Mobile App Development
- Feature Enhancements

ABOUT THE CLIENT



Our client is an innovative secondary healthcare insurance provider who provides high-quality and cost-efficient solutions for self-funded employers and their employees to access top-quality specialty providers at fair prices for their most complex conditions.

PROBLEM STATEMENT

- ◆ The client wanted to digitalize the entire in-house operation so that their Care Advocates (in-house staff) could collect, record, maintain and track all the information related to clients and their members, coverage plans, surgery cases, and invoices to be paid and collected.
- ◆ The client also required a user interface for the end customer where they can interact with the Care Advocates for any clarifications. Initially, the system was such that the data was collected and uploaded manually through excel. This application should also give the members details about the programs they've been registered for and what are the plans that have been subscribed to by their employers, fill in medical questionnaires, sign medical forms, view and pay invoices.

BUSINESS GOALS

Our client was focused on making two programs accessible:



Work with leading employers and cancer institutes to provide access to the highest quality of care locally.



Develop a solution in the United States which transforms healthcare for their members, facilitating access to top-quality care at fair prices nationwide.

With this, they aimed to support both nationally distributed and geographically concentrated populations, to have access to care in major metropolitan markets nationwide with excellent quality, network access and fair pricing.

HOW DID WE TRY SOLVING IT?



Development of Web Application

The client requirements were translated as stories in JIRA. The team at Zuci was aligned to an agile process from the beginning and did three story grooming sessions per week to prioritize user stories in the product backlog and ensured readiness for sprint planning. All functional and technical clarity was taken for delivery estimation.

Zuci's team worked with the client's team to create an internal web portal for the admin staff. This portal carries details regarding tie-up with doctors, physicians, and medical facilities as well as client information. The portal was developed on Dotnet and Angular and uses Azure DevOps for the processes. The core database is on Azure SQL

HOW DID WE TRY SOLVING IT?



Development of Mobile App and Web Portal

The application for employees of employers was developed on React Native, and the Web portal was developed using the latest Angular 14 and Tailwind CSS, which makes it quicker to write and maintain the application code. For both platforms, the core database was on Azure SQL.

HOW DID WE TRY SOLVING IT?



Two major module enhancements done were:

- Client Account Model
- Client Plan Model



Other enhancements included – 180 days claim flag, integration with Vpay, case linking, display of plan details in the member profile, payer compass, etc.



With the above enhancements, the user can check, alter, and modify the plans at their end using the application, thus enabling them to effectively and efficiently manage their overall operations.

As of now, Zuci's team is working on fully automating these processes.

WHAT DID WE ACHIEVE FOR THE CLIENT?

Connected with 3000+ Providers, 300+ Organizations and 4 Million+ Customers



Our client offers the largest network of the highest quality providers in the US



Complete 24/7 guidance is available on the application through a SPOC for all plan related details



Healthcare costs are dramatically cut down by over 50% with local accessibility and expert guidance

WHAT DID WE ACHIEVE FOR THE CLIENT?



They are able to reduce complication rates to less than 1% for customers within their network



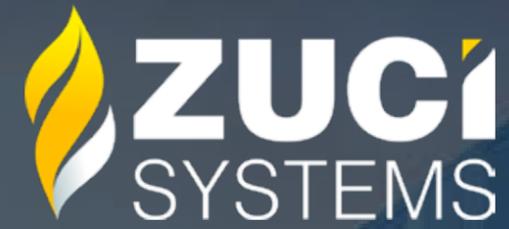
Emergency Room visits and in-patient stays are reduced by bringing care home to patients, thus again significantly helping them save costs.



Personal and financial well-being is optimized with constant connection to healthcare experts through the application

TECH STACK





MAKE QUALITY HEALTHCARE ACCESSIBLE

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