

Aged Care Insurance Management Platform

CASE STUDY

Healthcare



Overview

Our esteemed partner, a pioneer in the aged care industry, sought help navigating the complex landscape of the insurance industry. A significant challenge faced by aged care providers was approaching insurance companies amongst many available options. Additionally managing payments and subscriptions proved to be a formidable challenge for these providers, who often found it difficult to engage with the respective aged care industry managements. Given the substantial headcount in the aged care industry, maintaining accurate records became particularly challenging, emphasizing the critical importance of insurance for the elderly.

The Challenges

The primary goal was to develop a solution that would consolidate all insurance providers under one user-friendly platform. Key challenges included improving communication, enhancing differentiation between available options and guiding insurance providers on how to effectively engage with the aged care industry to expand their business.



Technically handling generating numerous insurance forms and manually keeping them up to date posed a significant challenge. Implementing technical updates for amendments from government agencies was not viable, leading to a lack of version control and difficulty in reviewing submitted forms because initial management used email communication which prolonged the application processing time.

Our Solution

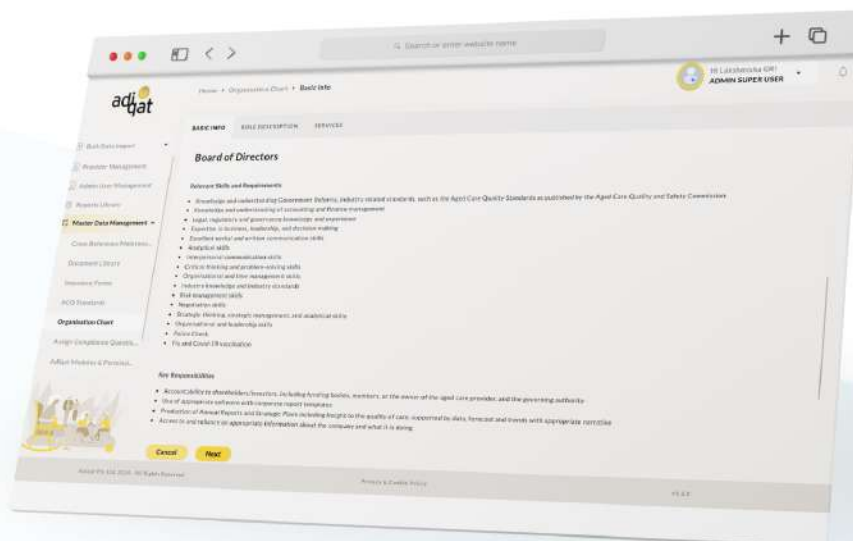
Fortunesoft IT Innovation has successfully developed solutions for these challenges that brings all insurance providers under one umbrella. This platform empowers insurance providers to customize their offerings by setting up insurance forms and question-answer formats in the admin portal or they can use their standard application forms. This flexibility streamlines both new applications and renewals through the client portal.



Functional Solution

Aged care providers can seamlessly access the client portal, where they can choose from a range of insurance options, facilitating not only new applications but also hassle-free renewals. Brokers can efficiently manage the submitted applications, forwarding them for underwriting, completing the necessary manual processes and updating outcomes online. Clients can track the status of their applications on the same user-friendly portal.

Platform admin will setup form based on the questions shared by Insurance providers/Admin can use the customized form shared by Insurance providers>>>Platform admin will setup insurance forms>>>Aged care providers will create or Renewal Insurance in client portal>>>Insurance providers will access the forms to process it.



Functional Solution

The platform's technical architecture is carefully designed to provide a seamless and efficient process for insurance providers, offering a robust framework for showcasing their offerings. It leverages cutting-edge technologies and features to elevate the user experience for both providers and clients.

Customizable Forms and Interfaces: Our technical solution lies in the integration of highly customizable forms within the admin portal.

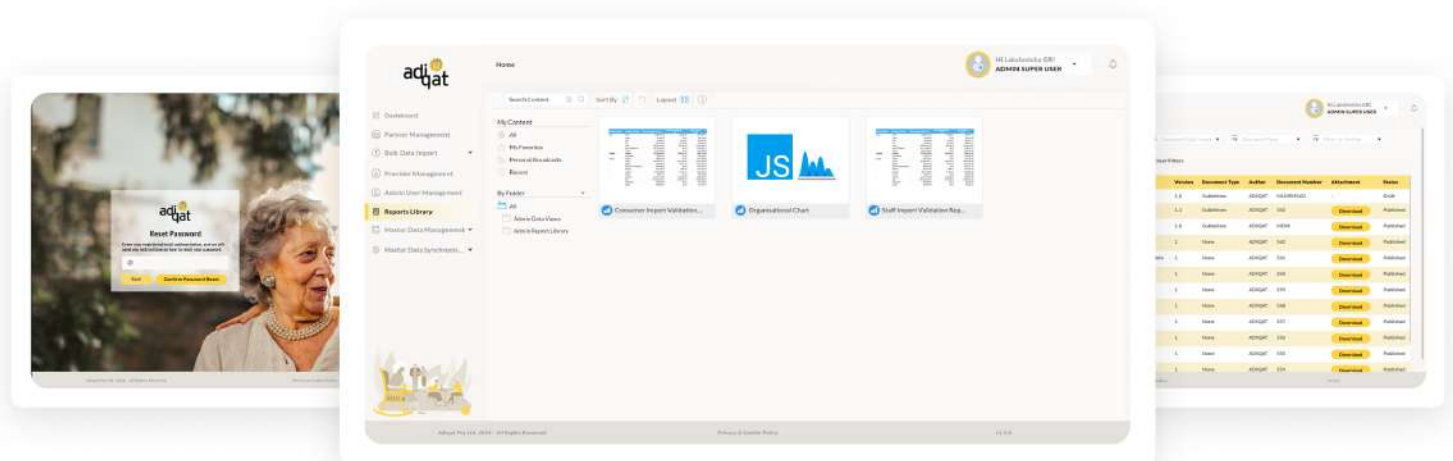
Insurance providers have the flexibility to tailor their offerings by setting up insurance forms and question-answer formats. This customization empowers providers to present their unique propositions effectively with version control ensuring a personalized and targeted approach.

User-Friendly Interfaces: The clarity and simplicity of the interfaces enhance user engagement, making it easy for both insurance providers and clients to interact with the platform effortlessly. The client portal is a user-friendly interface that simplifies the navigation for aged care providers. This ensures a seamless journey from exploring insurance options to completing applications and managing renewals.

Scalability and Future-Readiness: The platform is designed with scalability in mind capable of accommodating the evolving needs of the aged care industry and insurance providers. Future updates, additional features and emerging industry standards can be seamlessly integrated, ensuring the platform remains adaptive and ready for the future.

Benefits

This streamlined process offers a hassle-free experience, simplifying the daunting task of researching and selecting insurance providers. Consolidating applications and renewals onto a single platform significantly saves time for aged care providers, especially when managing insurance for a large community.



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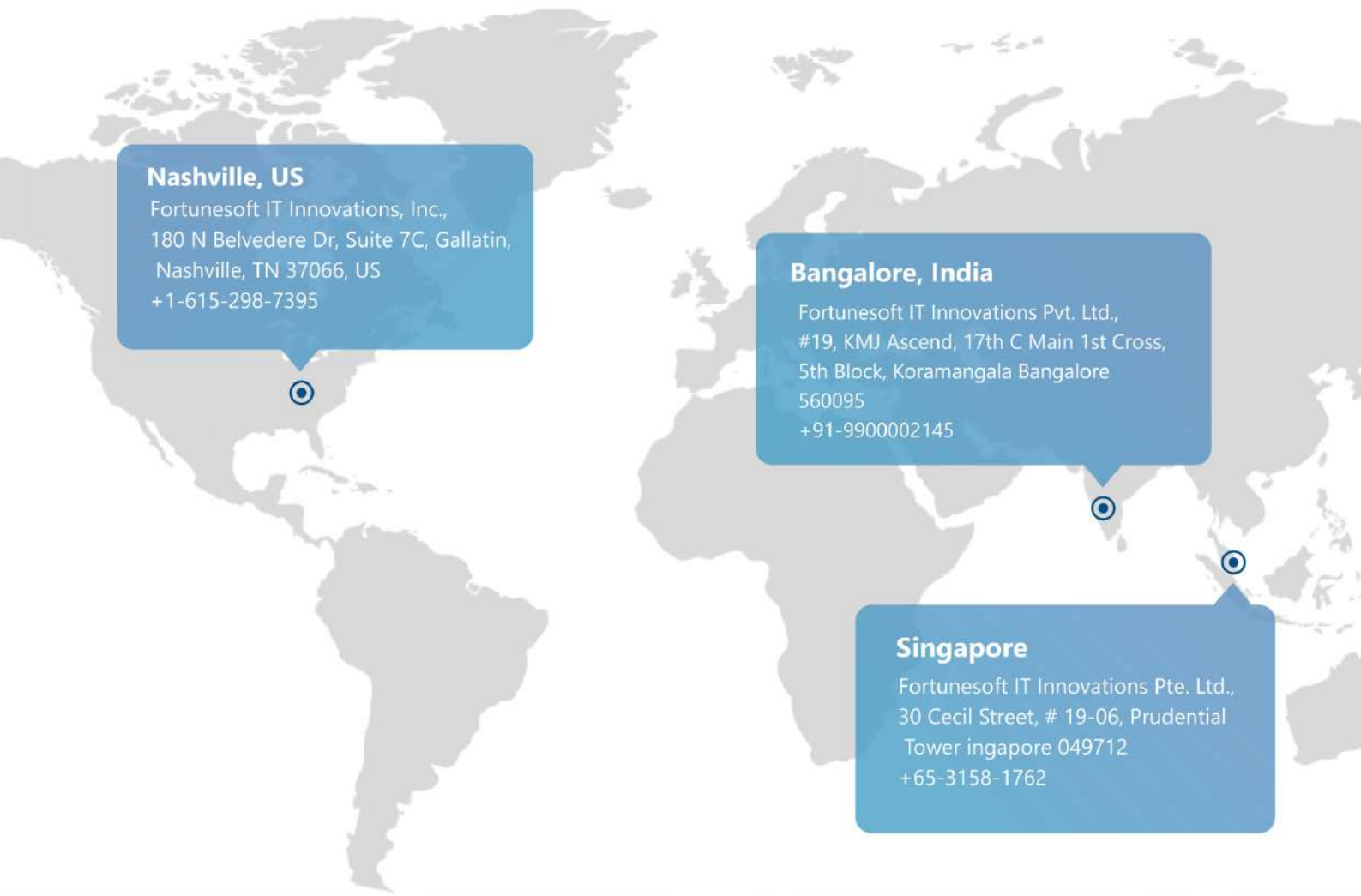
What The Client Says About Us

"Fortunesoft IT Innovations has been an outstanding business partner for our company. After a terrible experience using offshore developers, we took a chance on Fortunesoft IT Innovations and they have been excellent to work with. The team is relentless in following agile development processes. They took the time to learn our business and it shows in the quality of the work they do. Their team has a broad range of skillsets and were able to help us with every aspect of our start-up company."

Conner Humphrey

Co-Founder SalesC2, Texas US

Our Global Presence



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510+

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2400+

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