

ConnectYourCare

Five Star App Shapes Mobile Future of Consumer-Directed Healthcare

A growing movement within the healthcare industry operates under the belief that people with a greater financial stake in healthcare make better healthcare decisions. More and more, employers recognize that a large amount of healthcare costs are due to preventable behavior decisions. The latest online and mobile technologies can pave the way for simple, accessible and reliable healthcare account access. That encourages wise consumer decisions and cuts healthcare costs for everyone.

ConnectYourCare (CYC), a leading consumer-directed healthcare (CDH) account administrator, provides employers outsourced account services that help control costs and enable employees to take on more responsibility for managing healthcare spending. To provide a best-in-class consumer healthcare experience, the team at CYC developed an all-in-one online portal for employers to set up and administer healthcare benefits and simplify the complex world of healthcare accounts for employees. CYC then set sights on the power of mobile devices, raising the bar for the traditional CDH user experience and providing employers with a smooth CDH roadmap.

Enabling Smarter Lifestyle Choices for Healthcare Consumers

CYC's financial and strategic efforts are centered on examining and using the latest technologies to offer a high-quality user experience and engage customers in new ways. To that end, CYC needed to diversify their available user platforms so that every consumer could access healthcare accounts anytime, anywhere, directly from any smartphone device. With a successful smartphone app, CYC could give customers direct account access to pay and manage healthcare transactions easily from the convenience of a mobile device.

“By leveraging the power of mobile devices, ConnectYourCare looked to offer employers and consumers a simplified and improved healthcare account experience,” explains Allen Pease, ConnectYourCare’s senior vice president of sales. “When account setup and administration is easy for businesses — and account access is simple for individuals — consumers start making smarter lifestyle choices, which in turn drives down health costs for businesses and consumers alike.”

Consumer Directed Healthcare Solution

After conducting an initial assessment of CYC’s current online capabilities and the CDH marketplace, Ciber and CYC worked together to create CYC Mobile, a mobile application available for Android, iOS and Windows platforms across phone carriers. Created as a convenient and secure, interactive mobile application, CYC Mobile provides access to all elements of healthcare account administration, from member enrollment to claims submission and processing to reimbursements. The app allows consumers to view account balances, claims and transaction history. Additionally, consumers can submit new claims, take pictures of receipts at point of service for claims processing, view FAQs, and receive immediate account alerts via text. CYC Mobile also allows users to send text requests for account information.

The company’s mobile, consumer-directed healthcare benefit delivery platform provides a pathway for transition to account-based health plans, supplying tools for consumers to better manage their healthcare dollars.

“CYC Mobile raised the standard in healthcare apps for consumers,” says Jeff Smith, director of healthcare vertical at Ciber. “Mobile apps such as CYC Mobile give customers access to more information regarding their health and managing the spending of their healthcare. The direct communication and information provided to consumers allows individuals to make smart healthcare decisions, with the benefit of lower healthcare costs for all.”

CYC Earns a Five Star Rating

CYC Mobile, a five-star-rated smartphone app, provides businesses with easy healthcare account set up and management while offering customers anywhere, anytime access to healthcare benefits and tax-advantaged accounts. CYC Mobile is nimble enough to be used by local enterprises and worldwide corporations, and it has the flexibility to change with the evolving healthcare industry.

“The move into newer technology will have a big effect on healthcare decisions and healthcare account access,” says Allen Pease. “CYC’s platform helps employees gain choice, convenience and control over their healthcare with access to today’s best-in-class, non-commercial healthcare and wellness information and educational services.”

Ciber for Mobile Healthcare Success

Solid mobile technology know-how is one reason CYC chose Ciber to develop its apps for Android, iOS and Windows smartphones. Ciber and ConnectYourCare comprised a team well-versed in both mobile functionalities and the evolving healthcare industry. This expertise was key to the project’s overall success. Working collaboratively, the Ciber/CYC team helped change the CDH landscape for CYC Mobile customers.

About Ciber, Inc.

Ciber is a global IT consulting company with offices in North America, Europe and Asia/Pacific. Client focused and results driven, Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Founded in 1974, the company trades on the New York Stock Exchange (NYSE: CBR). For more information, visit www.Ciber.com.

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