

vizcare  
**empower**



## A One-Stop AI-Enabled Healthcare Platform

For Your Internal Teams To Manage The Complete Lifecycle  
Of Healthcare Business Operations.



CloudBased  
**SaaS Platform**



Fully  
**White Labeled**



Compliant with  
**HIPAA & SOC2**



Integrates with  
**Major Claim Systems**

# A One-Stop AI-Enabled Healthcare Platform

## To Manage the Complete Lifecycle of Healthcare Operations

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After Call | Available

01:30:39  
00:01:15

Transcript

Hello, how can I help you?

I have been consulting a cardiologist for my regular heart health monitoring. The facility is a little far. Could you recommend me an in-network doctor that is closer to my home.

I can absolutely help you with this. Based on your location, here are the top 5 recommendations:

**Dr. Cara Dubroff, MD**  
★ 5 Family Medicine

Age 34

Distance 10 Miles

Per Visit \$50.00

Well, even the closest doctor is a bit too far for me. What would be the charges if I had to choose an Out of Network Doctor closer to me?

For consulting an Out of Network Provider, you will have to pay 40% of the charges since you have already paid your deductibles

View BenefitsPlan Documents

Message

Member | Mark JohnsonMobile | (703) 345-8976

Primary | Mark JohnsonPrimary | Mark Johnson

ContactCallbackServiceVerifyPolicy | 2349876783

OverviewClaimsBenefitsFind a Provider

Mark Johnson | Self

01234567890 | Medical, Prescription, Dental, Vision

ID Card

Member Information

DOB 02-19-1974Age 49 yearsDate of Hire 03-21-2020Salary \$3,000.00Salary Frequency Monthly

Contact Information

Address

Home Primary Work  
1333, Camden Pl Brooklyn, NY 12601802, 18th CircleBattle Ground, WA 98604

Email

Personal Primary Work  
mark.johnson@gmail.commj1445@gmail.com

Phone

Mobile Primary Home  
(916) 772-1235(889) 409-3456

Family Information

Ashley Johnson | SpouseActive  
Medical, Prescription, Dental, Vision  
DOB 02-04-1968Gender FemaleEffective Date 01-01-2023Termination Date 12-31-2023

Sarah Johnson | ChildActive

Coverage

MedicalActive  
Plan Name Medical Health PPO PlanEffective Date 02-04-2021

PrescriptionTerminated  
Plan Name Health Pharmacy PlanTermination Date 12-31-2023

DentalActive  
Plan Name Dental PPO OrthoEffective Date 02-04-2021

VisionActive  
Plan Name Vision Pro PlatinumEffective Date 02-04-2021

Contact History

10-14-24Johnson 678909867  
Outbound call to provide details on outstanding member responsibility (Claim 2325107479 with Dr. Timothy) No response. LVM.

10-10-24Johnson 678909867  
Inbound call to seek details on outstanding member responsibility (Claim 232107479 with Dr. Liam)

07-26-23Claim Submission 78987654  
eMail submission for medical claims as received via eMail

03-25-23ID Card 863572924  
ID Card was sent to the member's primary email.

03-24-23Johnson 90887890987  
Call was received for enquiry of claim, Benefits and ID card

01-01-23EOB CL4567890  
EOB was sent for claim CL4567890 to email viz.sharma@vizvca.com

01-10-22Claim Submission 8975830  
eMail submission for medical claims as received via eMail

ID Card 7895343

Service Opportunities

Christy Jacobs | 23456789PatientSavings  
There is an opportunity to reduce cost by \$150 for every visit on the recurring service if selecting In-Network  
Find Chiropractor

Matthew Jacobs | 0054898PatientBalance Bill  
There is an opportunity to reduce cost by \$150 for every visit on the recurring service if selecting In-Network  
Received 08-25-2024Targeted 11-15-2024

Christy JonsonRegistrationMember  
Member is not registered and will benefit with registering on Member Portal  
Portal Registration

# A One-Stop AI-Enabled Healthcare Platform

## To Manage the Complete Lifecycle of Healthcare Operations

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- Manage End-to-end Sales Lifecycle
- Manage Onboarding
- Run Contact Center Operations
- Service Your Stakeholders & Consumers
- Automate Business Processes & Manage Workflows
- Manage Renewals

To Deliver Context Driven Personalized Service to All Your Consumers

Members

Providers

Brokers

Employers

Designed for Every User Across Your Enterprise



Account Executives,  
Sales Executives &  
Underwriters



Contact Center  
Executives



Group Onboarding/  
Configurations Team



Claim Administrators



Member Services  
Team



Provider Relations  
Team



Benefits Management  
Team



Billing and Finance  
Team



Utilization and Care  
Management Team

## Key Features

### Empower Your Teams With An AI Assisted Contact Center

- ▶ Service your consumers seamlessly across all interaction touchpoints : voice, text, chat, and IVR
- ▶ Single Pane of Glass to Access, manage and update all member, provider, broker, and employer-related information
- ▶ Perform real-time eligibility checks for members during provider interactions to ensure accurate service delivery.
- ▶ Create and assign tasks for follow-up actions after calls, ensuring that important tasks are tracked and completed efficiently.
- ▶ AI-Powered Real-time assistance with note-taking, task creation, and capturing interaction reasons.
- ▶ On Call AI Assistance with Auto-generated summaries and live transcripts

### Enjoy Hassle Free Onboarding Of Groups & Individuals

- ▶ Setup Business Configurations for the new group
- ▶ Auto setup configurations from information captured during Sales Process
- ▶ Configure custom theme for a group
- ▶ Send invites to employees for Enrollment
- ▶ Define workflows for managing configurations
- ▶ AI Generated Business Configurations

## Key Features

### **A Single Pane To Service Your Members, Providers, Brokers & Employers**

- ▶ View All Members, Employers, Brokers and Providers with Advanced Search, Filter, & Sort Capabilities
- ▶ AI driven customer service opportunities
- ▶ 360 view of a Member that includes Member Demographic Information, Claim History, Benefits Utilization, Communication History and all Changes to Policy
- ▶ 360 view of an Employer that includes Employer Profile and Contract details, covered members, Claims and Financial Information, Risks and Stop Loss Data and Communication History
- ▶ 360 view of a Provider that includes Provider Profile and Contract Details, Claims Performance, Authorization and Referral patterns and Communication History

### **Automate Business Processes & Manage Workflows**

- ▶ Out of the box workflows for all teams for most common business operations
- ▶ Design your own simple and complex workflows with ease
- ▶ Integrate with external systems for automated execution
- ▶ Integrate with Contact Center for workflows that require customer reach
- ▶ View and Manage SLAs
- ▶ AI assistance for optimizing workflows
- ▶ On Call AI Assistance with Auto-generated summaries and live transcripts

## Key Features

### Manage End To End Sales Lifecycle

- ▶ Auto-Generate Quotes, Proposals, and Contracts based on predefined rules and templates
- ▶ Override Auto-Generated Documents
- ▶ Leverage AI to create optimized and personalized quotes, proposals, and contracts
- ▶ Customizable and Automated Approval Workflows for quotes, proposals, and contracts
- ▶ AI-Enabled Workflows for smarter automation and accelerating decision-making
- ▶ View and Manage Quote and Proposal Requests in real-time
- ▶ Submit New Quote Requests on Behalf of Employer/Broker
- ▶ Engage & Collaborate with Employers and Brokers

### Manage Renewals

- ▶ Timely reminders for Employer Groups approaching Renewal
- ▶ Extremely fine tuned data to best assist your customers to choose the right benefits
- ▶ AI suggested Benefit Selection based on past utilization
- ▶ AI assistance through the process for increased efficiency
- ▶ On Call AI Assistance with Auto-generated summaries and live transcripts

A Single Pane View To  
Service All Consumers

After Call | Available

00:01:15

Transcript

Hullo, how can I help you?

I have been consulting a cardiologist for my regular heart health monitoring. The facility is a little far. Could you recommend me an in-network doctor that is closer to my home.

I can absolutely help you with this. Based on your location, here are the top 5 recommendations:

**Dr. Cara Dubroff, MD**  
1235 Conden Pl Brooklyn, NY 12001 855.1891 CircleKette Ground, MA 99004

Well, even the closest doctor is a bit too far for me. What would be the charges if I had to choose an Out of Network Doctor closer to me?

For consulting an Out of Network Provider, you will have to pay 40% of the charges since you have already paid your deductibles

Notes

Member | Mark Johnson | Mobile | (983) 345-8976 | Primary | Mark Johnson | Policy | Z349876783

Overview

Claims

Benefits

Find a Provider

Member Information

Coverage

Prescription

Dental

Vision

Family Information

Contact Information

Medical

Prescription

Dental

Vision

Family Information

Contact History

Service Opportunities

Workflow Modelling

AVIZVA

Home

Operations

Tasks

Communication

Reporting

Administration

Knowledge Base

Designer

Workflow Modelling

Task Modelling

Search

Workflow Modelling

Task Modelling

| Name of Workflow      | Description                                                | Version   | Created By      | Date of Creation    | Modified By      | Modified Date       | Workflow Status | Action |
|-----------------------|------------------------------------------------------------|-----------|-----------------|---------------------|------------------|---------------------|-----------------|--------|
| Enrollment Workflow   | Automates the process of collecting, verifying, and...     | Version 1 | John Doe        | 04-10-2025 08:17 AM | Lily Peters      | 04-10-2025 08:17 AM | Draft           |        |
| Claims Processing     | Streamlines the submission, evaluation, and settlement...  | Version 2 | Vanessa Shaw    | 04-02-2025 10:55 AM | John Travelita   | 04-02-2025 10:55 AM | Published       |        |
| Member Onboarding     | Facilitates the seamless integration of new memb...        | Version 1 | William Matthew | 03-10-2025 09:03 AM | Kevin Morales    | 03-10-2025 09:03 AM | Published       |        |
| Claims Adjudication   | Evaluates and determines the validity, eligibility, and... | Version 1 | Carla Bruene    | 02-15-2025 04:15 PM | Trent Johnson    | 02-15-2025 04:15 PM | Published       |        |
| Pre-Authentication    | Manages the review and approval process for med...         | Version 1 | Steve Wilson    | 08-01-2024 11:11 AM | Rob Williams     | 08-01-2024 11:11 AM | Draft           |        |
| Renewal Process       | Handles the evaluation and continuation of medical in...   | Version 2 | Samantha Rogers | 07-10-2024 01:25 PM | Victor Rodriguez | 07-10-2024 01:25 PM | Draft           |        |
| Coverage Eligibility  | Determines a member's eligibility for medical insur...     | Version 2 | Joseph Vance    | 06-05-2024 09:42 AM | Kate Rogers      | 06-05-2024 09:42 AM | Published       |        |
| Benefits Verification | Confirms a member's entitled medical insurance...          | Version 1 | Raj Mahotra     | 05-22-2024 02:03 PM | Cole Palmer      | 05-22-2024 02:03 PM | Published       |        |
| Benefits Verification | Confirms a member's entitled medical insurance...          | Version 1 | Percy Johnson   | 05-22-2024 02:03 PM | Lisa Kahn        | 05-22-2024 02:03 PM | Published       |        |
| Benefits Verification | Confirms a member's entitled medical insurance...          | Version 1 | George Robert   | 05-22-2024 02:03 PM | Andy Caddick     | 05-22-2024 02:03 PM | Published       |        |



AVIZVA

Home

Operations

Tasks

Communication

Reporting

Administration

Knowledge Base

Groups

All Groups

Onboarding

Renewals

View

Default

All Groups

All

All

All

All

Group Status

Coverage Tier Type

Enrollment Type

Address Type

Search

| Group Name          | Group ID   | Broker Name          | Products      | Start Date | Renewal Date | Termination Date | Active Members | Active Policies | Status     |
|---------------------|------------|----------------------|---------------|------------|--------------|------------------|----------------|-----------------|------------|
| Acme Corp           | 0123456001 | Alliance Brokers     | Dental        | 01-01-2023 | 12-31-2025   | -                | 450            | 420             | Active     |
| TechNova Ltd.       | 0123456002 | Zenith Advisors      | Vision        | 03-15-2022 | 03-14-2026   | -                | 320            | 310             | Active     |
| Horizon Foods       | 0123456003 | United Health Broker | Dental,Vision | 07-01-2021 | -            | 06-30-2024       | 500            | 0               | Terminated |
| Green Valley School | 0123456004 | Better Benefits Co.  | Dental        | 02-01-2025 | 01-01-2026   | -                | 275            | 270             | Active     |
| Stellar Logistics   | 0123456005 | Optima Coverage      | Dental        | 05-10-2025 | -            | -                | 0              | 0               | Onboarding |
| FutureTech          | 0123456006 | Prime Health Group   | Vision        | 11-01-2023 | 10-31-2025   | -                | 720            | 700             | Active     |
| Central Hospital    | 0123456007 | HealthSync Partners  | Vision        | 01-01-2020 | -            | 12-31-2023       | 900            | 0               | Terminated |
| BluePeak Media      | 0123456008 | SelectCare Brokers   | Vision        | 06-15-2023 | 06-14-2025   | -                | 185            | 180             | Active     |
| Orion Manufacturing | 0123456009 | Alliance Brokers     | Dental        | 02-01-2024 | 01-31-2026   | -                | 330            | 320             | Active     |
| Summit Retailers    | 0123456010 | EverTrust Insurance  | Dental,Vision | 10-01-2022 | 09-30-2025   | -                | 210            | 205             | Active     |
| Horizon Foods       | 0123456003 | United Health Broker | Dental,Vision | 07-01-2021 | -            | 06-30-2024       | 500            | 0               | Terminated |
| Green Valley School | 0123456004 | Better Benefits Co.  | Dental        | 02-01-2025 | 01-01-2026   | -                | 275            | 270             | Active     |
| Stellar Logistics   | 0123456005 | Optima Coverage      | Dental        | 05-10-2025 | -            | -                | 0              | 0               | Onboarding |

## Contact Us

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Reston - 20190

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