

The image features a solid red background. On the left, a large white circle with a subtle gradient contains the word "AVIZVA" in a bold, red, sans-serif font. To the right of this circle, there are several concentric, semi-transparent red arcs that create a sense of motion or a stylized signal. Further to the right, the text "A Healthcare Technology Organization" is displayed in a white, bold, sans-serif font, arranged in two lines.

AVIZVA

**A Healthcare
Technology Organization**

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

VIZcare
empower

- 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

A One-Stop AI-Enabled Healthcare Platform

To Manage the Complete Lifecycle of Healthcare Operations

VIZcare
empower

After Call | Available

01:30:20
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 Benefits](#) [Plan Documents](#)

Message

Member | Mark Johnson Mobile | (703) 345-8976

Primary | Mark Johnson Primary | Mark Johnson

Contact Callback Service Verify Policy | 2349876783

Overview Claims Benefits Find a Provider

Mark Johnson | Self

01234567890 | Medical, Prescription, Dental, Vision

ID Card

Member Information

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

Contact Information

Address Home Primary Work 1333, Camden Pl Brooklyn, NY 12601 802, 18th Circle Battle Ground, WA 98604 Email Personal Primary Work mark.johnson@gmail.com mj1445@gmail.com Phone Mobile Primary Home (916) 772-1235 (889) 409-3456

Family Information

Ashley Johnson | Spouse Active Medical, Prescription, Dental, Vision DOB 02-04-1968 Gender Female Effective Date 01-01-2023 Termination Date 12-31-2023 Sarah Johnson | Child Active DOB 02-04-1968 Gender Female Effective Date 01-01-2023 Termination Date 12-31-2023

Coverage

Medical Active Plan Name Medical Health PPO Plan Effective Date 02-04-2021 Prescription Terminated Plan Name Health Pharmacy Plan Termination Date 12-31-2023 Dental Active Plan Name Dental PPO Ortho Effective Date 02-04-2021 Vision Active Plan Name Vision Pro Platinum Effective Date 02-04-2021

Contact History

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

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

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

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

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

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

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

ID Card 7895343

Service Opportunities

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

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

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

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

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

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

Contact Us

Reston VA, USA

1818, Library Street, Suite 440,
Reston - 20190

Gurugram, India

16th Floor, Building No 14D, DLF Cyber City,
DLF Phase 3, Sector 25-A, Gurugram - 122002

Indore, India

3rd Floor, Winway World Offices Plot No. B7,
PU4, Vijay Nagar Indore, 452010

Vancouver, Canada

Oceanic Plaza 1066 W. Hastings Street Suite
2300 Vancouver BC V6E 3X22



For Latest News & Updates, follow us :

