

# Day Two: Agenda Overview

**Kitchen Without Borders (India In-**01 **Getting to Know Team Clarity Office Team):** Cross-Cultural Cooking Exchange **Transforming Tomorrow:** (Virtual team) Escape Room: Clarity Command 02 06 Our IT Roadmap Center - The Mission to Margin **Overcoming Challenges and** 03 **Kitchen Without Borders (Woodbridge In-Office Team): Meeting Our Goals** Cross-Cultural Cooking Exchange **Kitchen Without Borders (Mesa In-Office Team):** Your Path, Your Future — Growing Cross-Cultural Cooking Exchange with Clarity

Clarity | BENEFIT SOLUTIONS

Tuesday, September 9

# Transforming Tomorrow: Our IT Roadmap

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EST: 9:00 - 10:00 am | IST: 6:30 - 7:30 pm

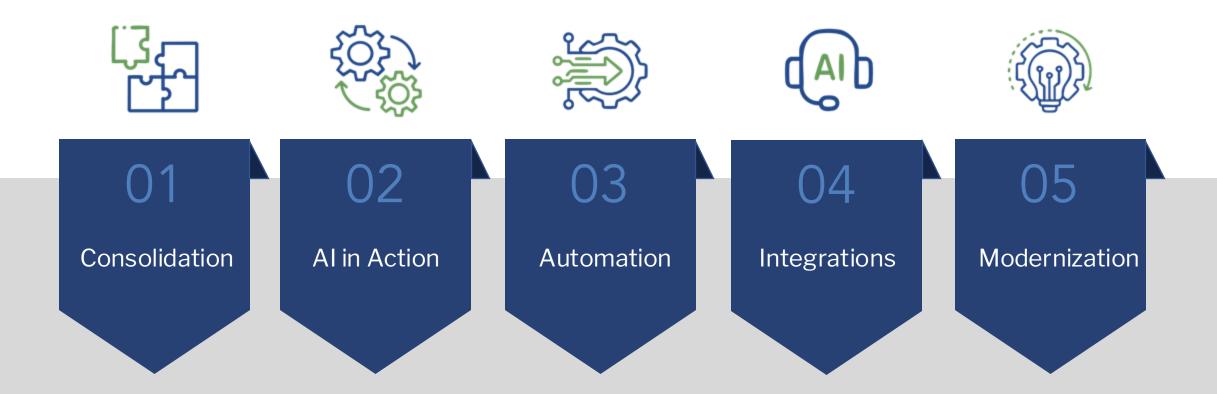


# **Our Mission – Innovation for Impact**

Leveraging Technology to transform our business and become a Trendsetter



# **Themes**



### Consolidation





#### Why Consolidate?

- Redundant Platforms (20+)
- Duplicate functionalities
- High Licensing Cost
- Process Inefficiencies
- Data Discrepancies
- Scalability Issues



- Cost Savings
- Operational Efficiency
- Unified Reporting
- Scalability and Growth
- Simplified IT Architecture
- Al-Driven Insights

## Al in Action





#### Why AI?

- IVR and Chatbot Limitations
- Long wait times, poor routing
- High volume repetitive queries
- Manual Fraud Detection and Monitoring
- Static FAQs and SOPs
- Lack of Proactive Insights



- NLP-powered IVR and Chatbot
- Sentiment Analysis
- Reduced wait times
- Email Classification and Prioritization
- Automated responses to common queries
- Al-powered Fraud Detection
- AI-powered Predictive Modeling
- Al-driven Content Search for Employees



## **Claims Automation**





#### Why Automate?

- Participant Friction
- Operational Inefficiencies
- Delayed Reimbursements
- Highest Call Driver
- Compliance Risk



- AI-Powered Claims Processing
- Automated Document Reader
- Real-Time EOB Aggregation
- Claims "shoe boxing"
- Auto Substantiation using matching EOBs
- Auto-Reimbursements for high-deductible plans

## Integrations





#### Why Integrate?

- Manual setup
- Frequent data entry errors and reconciliation issues
- Elevated Error Rate in File Processing
- File Uploads for enrollments
- Inefficient Carrier Communications
- Higher Call Volume



- Automated Implementations and Renewals
- Real-time Data Sync
- Data Accuracy
- Reduced File Errors
- Seamless Carrier Communication
- Frictionless Participant Experience
- Operational Efficiency for Everyone

## Modernization





#### Why Modernization?

- Outdated, complex Admin Portal
- Disjointed User Experience between Portal and Mobile App
- Limited Control on functionality
- Operational Inefficiencies
- Security Risks



- Modern, User-friendly Admin Portal
- Reduced Training needs for Admins
- Clarity Mobile App
- Revamped Clarity Portal
- Unified Experience Across Devices
- Enhanced Functionality
- Improved Security and Risk Monitoring

# **Security and Compliance**





#### Why Security?

- Increasing Phishing & Spoofing Attacks
- Reliance on Third-Party Security Layers
- Weak/Static Password Practices
- Gaps in Endpoint & Clarity Portal Security Policies
- Limited Monitoring & Threat Visibility
- Compliance & Regulatory Risks



- Secure Microsoft 365 Ecosystem (Defender,
  - Intune)
- Multi-Factor Authentication & Conditional Access
- Strengthened Password Policies
- Centralized Threat Monitoring & Incident Response
- Advanced Endpoint & Mobile Security Policies
- Strengthened Clarity Portal Security Policies
- Data Loss Prevention & Compliance Safeguards

