

2025 Clarity Team Summit | DAY TWO

September 8 – 9, 2025

Day Two: Agenda Overview

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



Tuesday, September 9

Transforming Tomorrow: Our IT Roadmap

**Linda Spitale, Shailaja Srivastava,
Venkat Vaddadi**

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



01

Consolidation



02

AI in Action



03

Automation



04

Integrations



05

Modernization

Consolidation



Why Consolidate?

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



Anticipated Outcomes

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



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



Anticipated Outcomes

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

Claims Automation



Why Automate?

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



Anticipated Outcomes

- 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



Anticipated Outcomes

- 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



Anticipated Outcomes

- 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



Anticipated Outcomes

- 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