

CIVICA

NewHealth

Transforming
private health insurance



Better health, better care,
better outcomes

NewHealth New Features

- ▶ Cloud Ready, AWS, Azure and private cloud hosted
- ▶ New claims module with a built-in natural language rules engine to optimise claims processing
- ▶ APIs to enable integration across other applications like Salesforce, SAP and empower unique digital offerings to members rapidly
- ▶ Automation with 95% Straight Through Processing (STP) rate and automated workflows to reduce operational cost
- ▶ Intuitive interface and workflows for enhanced user experience
- ▶ Configurable products and multi-tenanted brands for faster market growth
- ▶ Offers purpose built solutions for Private Health Insurance (PHI)

Delivering an innovative and open platform specifically developed for private health insurers to provide a world-class service to their members, and streamlining operations by engaging, acquiring and retaining customers through multiple digital channels.

Benefits

- ▶ Enhances member experience through rapid integrations to digital services.
- ▶ Reduces cost and increases efficiency through cloud hosting and managed services.
- ▶ Improves claims processing efficiency and reduces leakage through automation and built-in rules engine. Optimises claims rules seamlessly through natural language.
- ▶ Supports the delivery of new products and brands in record time just through configuration to empower organisations' growth by offering improved value to their members.
- ▶ Enables effective integration with existing or new systems in your organisation to improve member experience and operational efficiencies.
- ▶ Always up-to-date with the latest legislations and supports comprehensive auditing requirements.

NewHealth by numbers



6.2 Billion

receipts



2.5 Million

active policies



1 in 3

Private Health Insurance policies



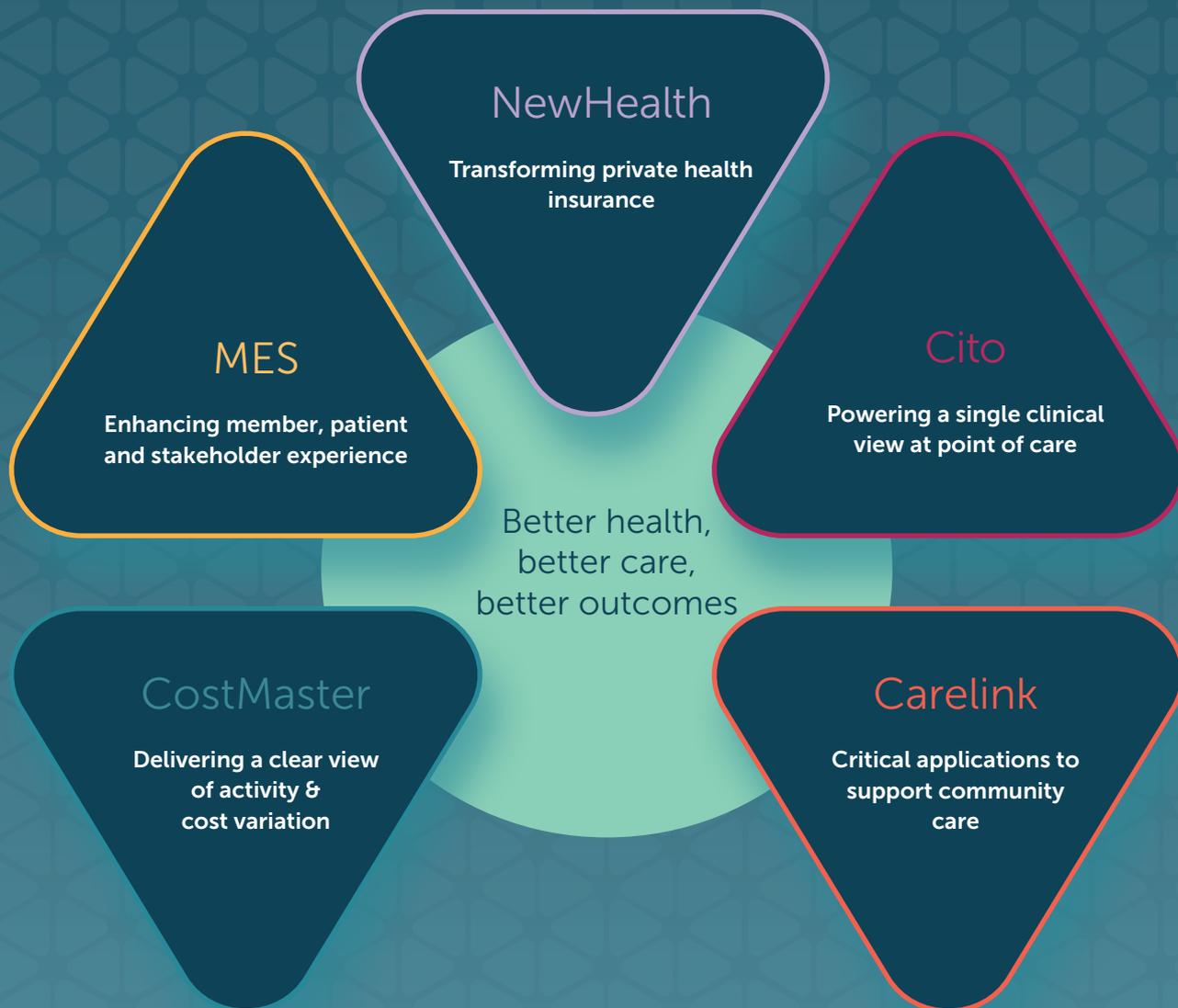
1 in 2

Overseas Student Health Cover policies



25%

ECLIPSE Online Eligibility Checks (EOC)



What ever your priorities are, Civica can help

For more than 40 years we've been delivering solutions for health and care drawing on the experience of our people and collaborating with health and care professionals.

To find out more and book a demonstration please

email sales@civica.com.sg

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