

# Digital Platform

## Intuitive Online Experiences for Every User

Digital Platform is a suite of web portals that deliver intuitive online and mobile experiences, specific to your brand and optimized for each user segment. Leveraging user-centered design and powered by the cloud for scalability, Digital Platform drives online adoption and lowers your transaction cost of issue resolution.

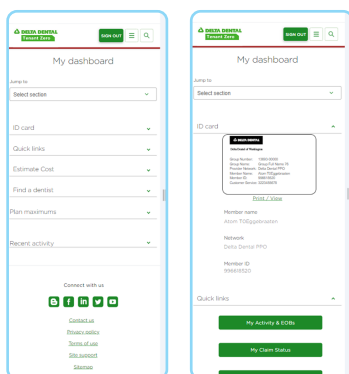
- Cost Savings:**  
 Reduce operations and support costs through simple to use self-service tools for members and providers, and increase preventative care engagement.
- Quick-to-market:**  
 Proven solution that deploys fast.
- Expertise:**  
 User experience (UX) research drives iterative product development to maximize adoption.
- Green:**  
 Paperless portals are both environmentally conscious and convenient.

## Portals

A seamless and easy-to-use experience for users to access benefits and patient information, view and manage claims, manage employer accounts, access online reports, and more.

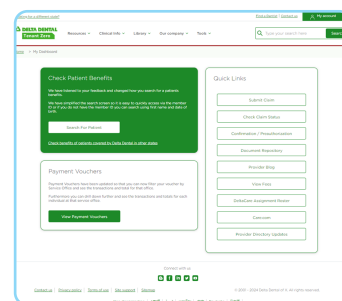
### Member Portal

- Member dashboard
- View, download, and print ID card
- Find a dentist based on ratings and profile information
- Estimate costs for procedures – including in and out of network
- View coverage, treatment, claim payment status, and history
- Set communications and paperless preferences
- Support via chat, text, email, and phone\*.



### Provider Portal

- Provider dashboard
- View patient benefits
- Eligibility and treatment history
- View patient claims, preauthorizations, and predeterminations
- View payment summary and documents
- Update provider information
- Support via chat, text, email, and phone\*



\*Integrates with existing customer service platform, supporting chat, text, email and phone (IVR and live agent).

[Turn page for more info.](#)

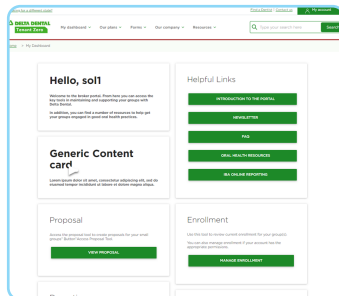
Contact us for a demonstration and see how Digital Platform can drive online customer engagement and lower your cost of issue resolution.

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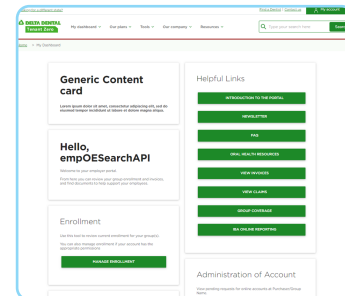
## Employer Portal

- Employer dashboard
- View member enrollment and eligibility
- Manage employer accounts
- Online payments using ACH debit or billpay
- Find a dentist and view profile – including ratings and endorsements
- Member communications
- Online reporting



## Broker Portal

- Broker dashboard
- Self-service registration
- Manage books of business
- View and manage plan information



# Core Capabilities

Digital Platform is a suite of web portals that deliver intuitive online and mobile experiences, specific to your brand and optimized for each user segment. Leveraging user-centered design and powered by the cloud for scalability, Digital Platform drives online adoption and lowers your transaction cost of issue resolution.

### Maintenance and support:

Automatic updates of latest features ensure best possible experience for your users

### Privacy, security, and compliance:

Commitment to protecting the privacy of our users

Latest security and critical patches available to ensure access and data are protected

Adherence to highest standard of business policy, procedure, and conduct

### Flexibility and scalability:

Robust content management system (CMS) to configure content, workflows, and branding for your user segments

Performance and availability continuously optimized to grow with your business

Additional technology products and services available to meet future business needs – including enterprise claims management, AI-powered utilization management, reporting and analytics, Infrastructure-as-a-Service, and contact center tools

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