Aster Health - Project

Problem Statement: Aster Health

- *Aster Health* seeks to digitize and streamline its member enrollment an d inquiry processes through a new mobile application.
- The current system relies on manual procedures, which are time-consuming and prone to errors.
- To achieve this, Aster Health has entered into a multiyear agreement with TransTech Inc. to develop and manage the new mobile solution.

Objective

- Enroll in new health plans
- Check coverage and eligibility
- Find care and associated costs
- View submitted claims

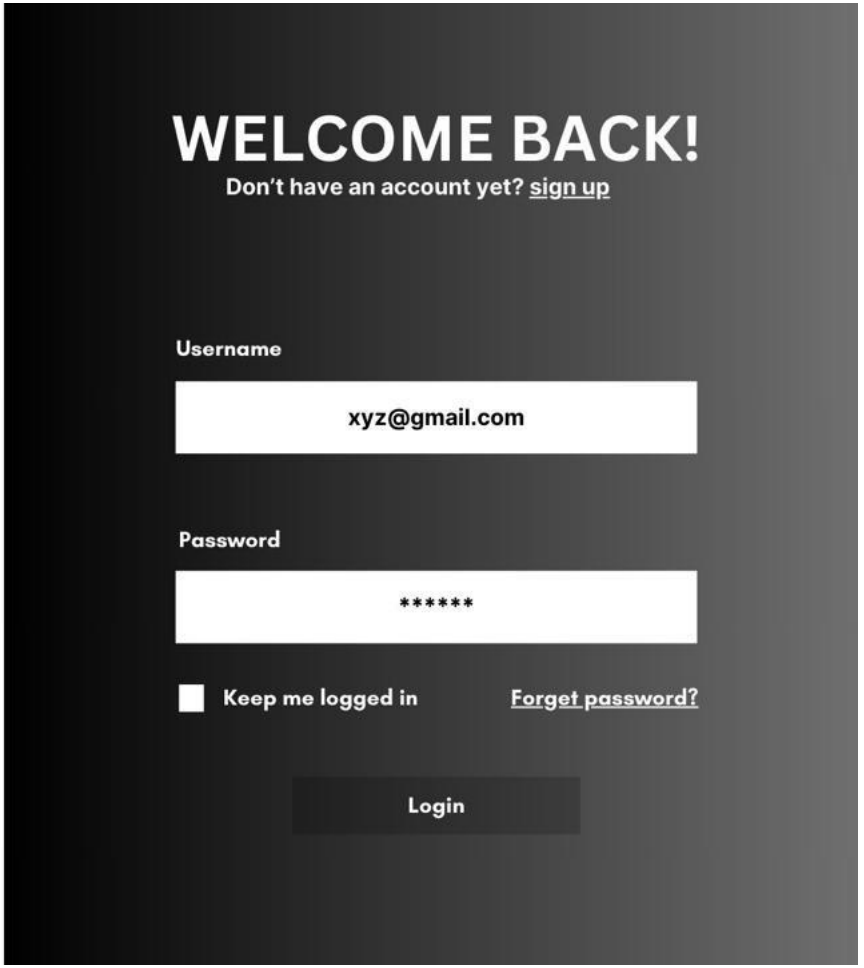
User Story

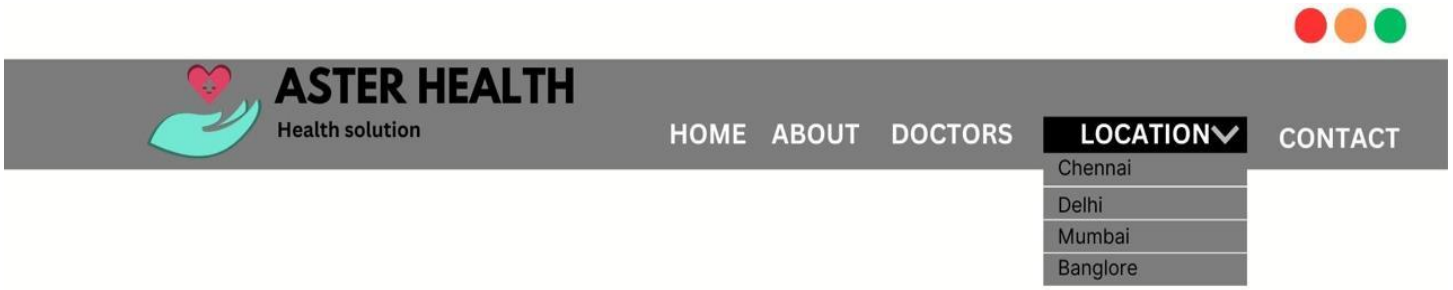
- As a user I need to know the health plan with their benefits in det ail so that I can finalize my health plan.
- As a user, I need to compare multiple health care plans side-by-side so that I can make an informed decision about which plan bes t suits my needs.
- As a user I need to have a geographical filter so that I can find my plan for my area.
- As a user I need an option to contact a customer service represen tative so that I can clear my doubts and confirm my plan.
- As a user I want the ability to view detailed health plan informati on, so that I can compare plans before enrolling.

Prototype

ASTER HEALTH

ASTER HEALTH




ASTER HEALTH
Health solution
HOME
ABOUT
DOCTORS
LOCATION
CONTACT
Chennai
Delhi
Mumbai
Banglore

ASTER HEALTH

Health solution

HOME ABOUT DOCTORS LOCATION CONTACT

- Chennai
- Delhi
- Mumbai
- Banglore

Location has been selected
Mumbai

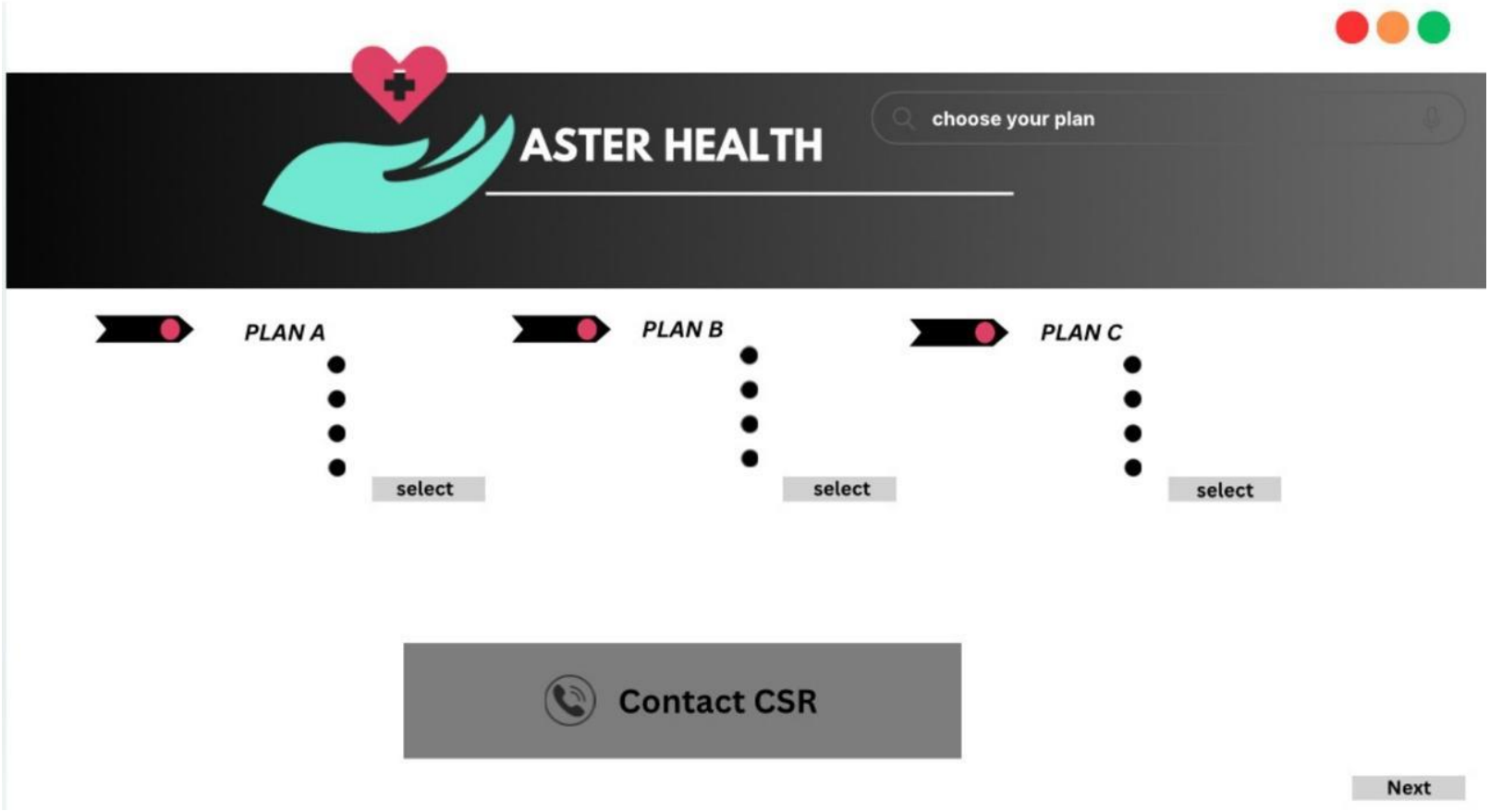
Next

ASTER HEALTH

Select your health benefits

- ○ Maternity care
- ○ Rehabilitative
- ○ Hospitalization
- ○ Pediatric care
- ○ Preventative and wellness services
- ○ Prescription drugs
- ○ Laboratory services
- ○ Mental and behavioral health services
- ○ Ambulatory patient services
- ○ Emergency services

PROCEED


ASTER HEALTH
choose your plan
PLAN A
select
PLAN B
select
PLAN C
select
Contact CSR
Next

ASTER HEALTH

Plan selected	List of hospitals available	Other options available
PLAN A • Maternity care • Prescription drugs • Paediatric care • Ambulatory services	• XYZ HOSPITAL • ABC HOSPITAL • PQR HOSPITAL • EFG HOSPITAL	• Cost sharing options • Coverage • Eligibility • Claims

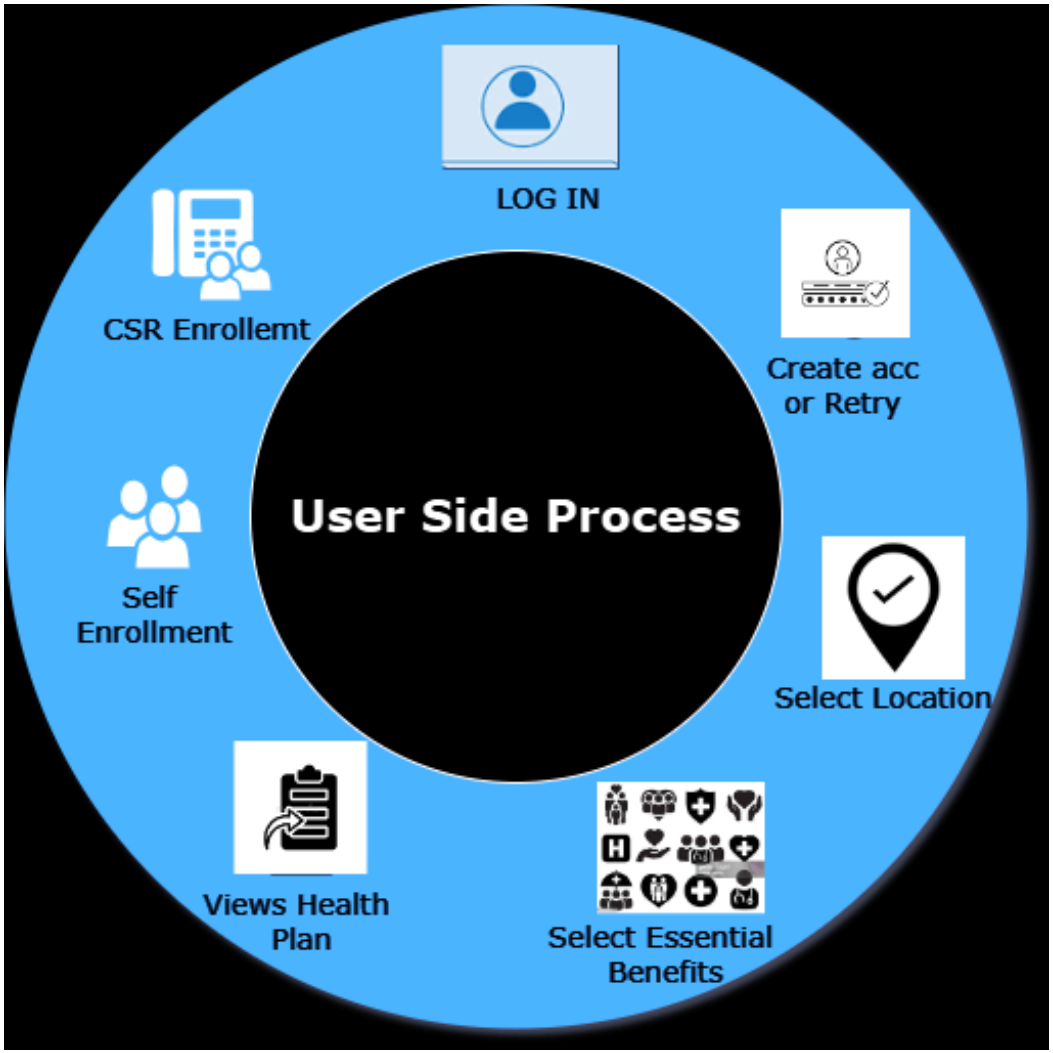
ASTER HEALTH

ENROLL

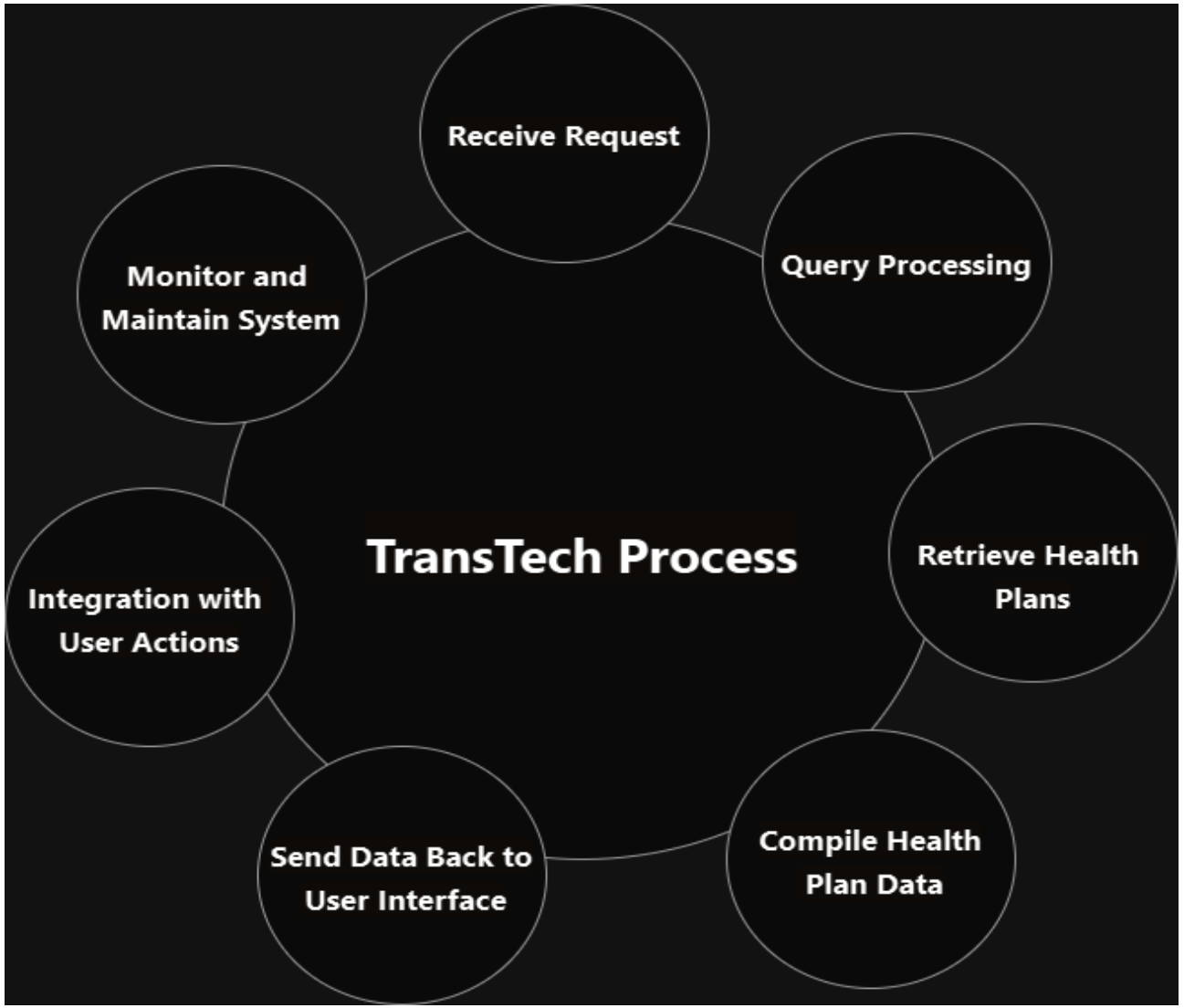
TALK TO RESPRESENTATIVE

BACK TO PLANS

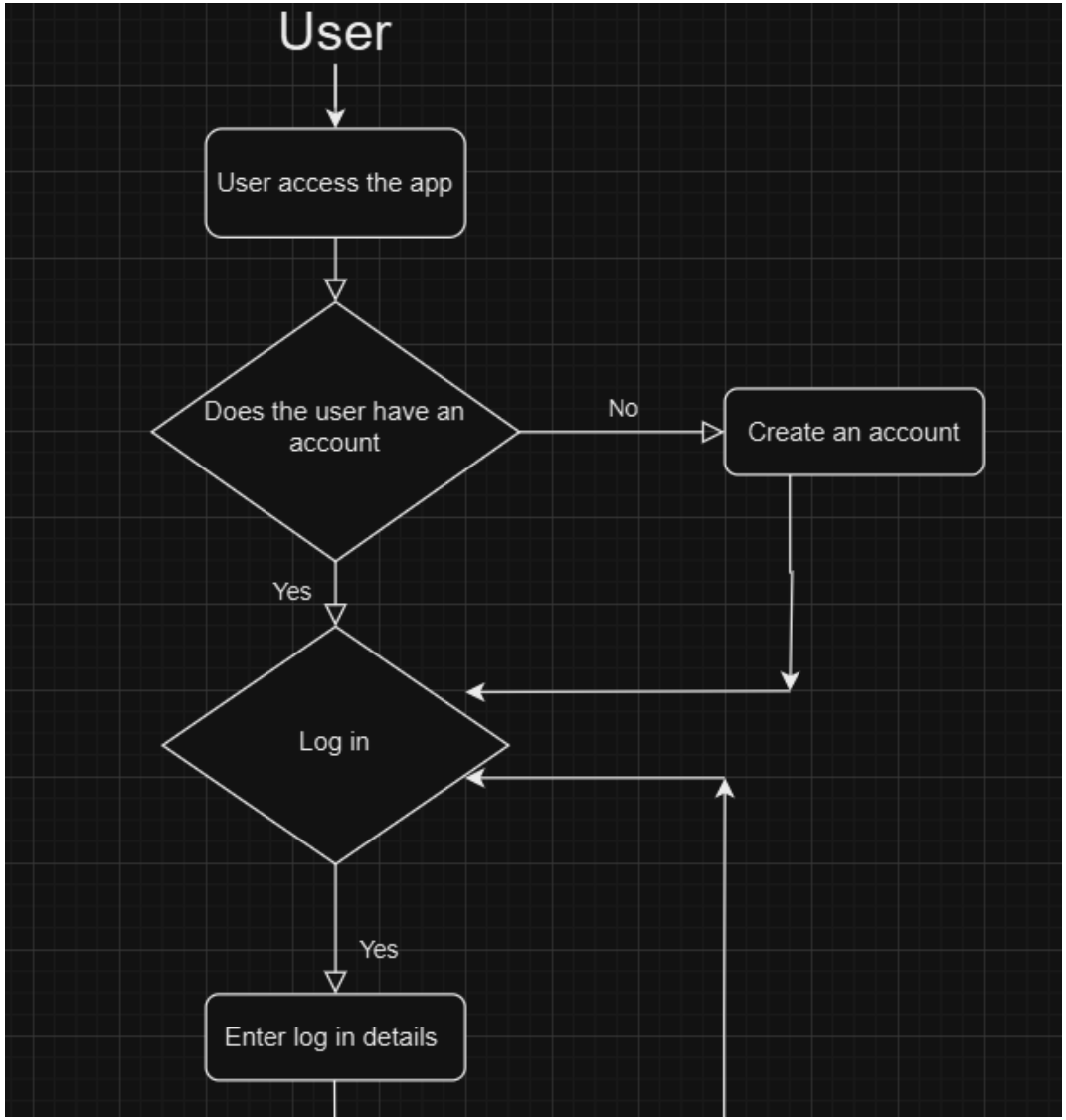
User side Process

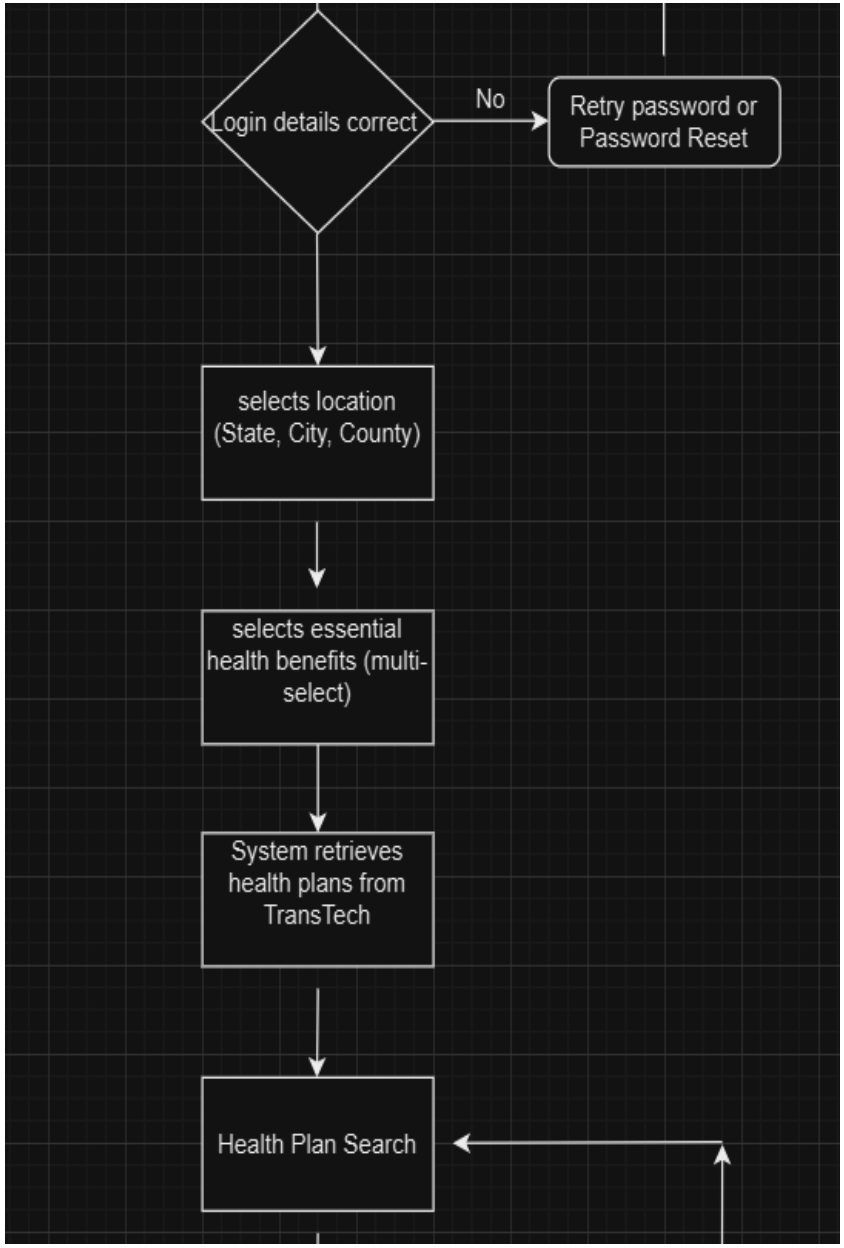


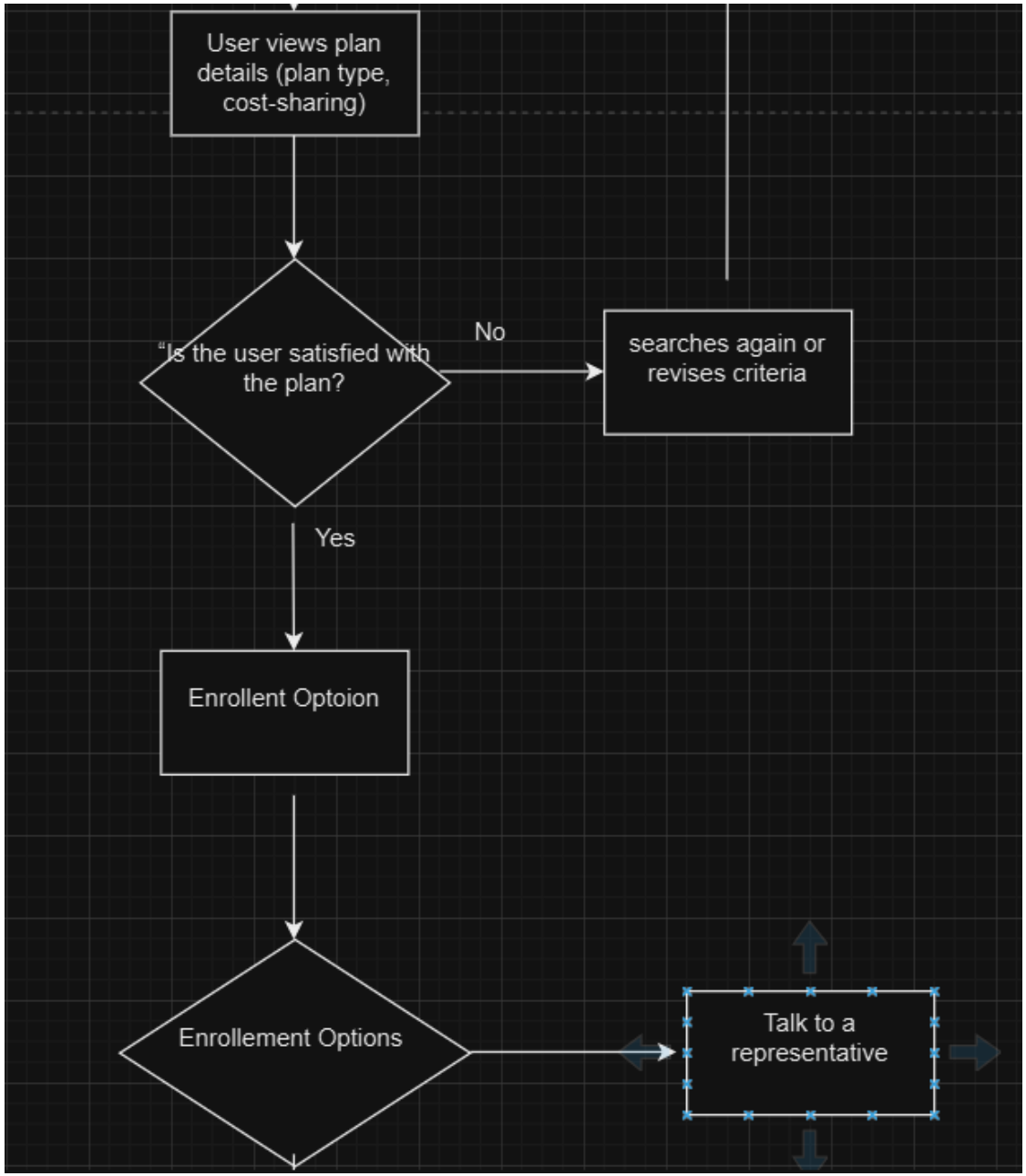
TransTechv Process

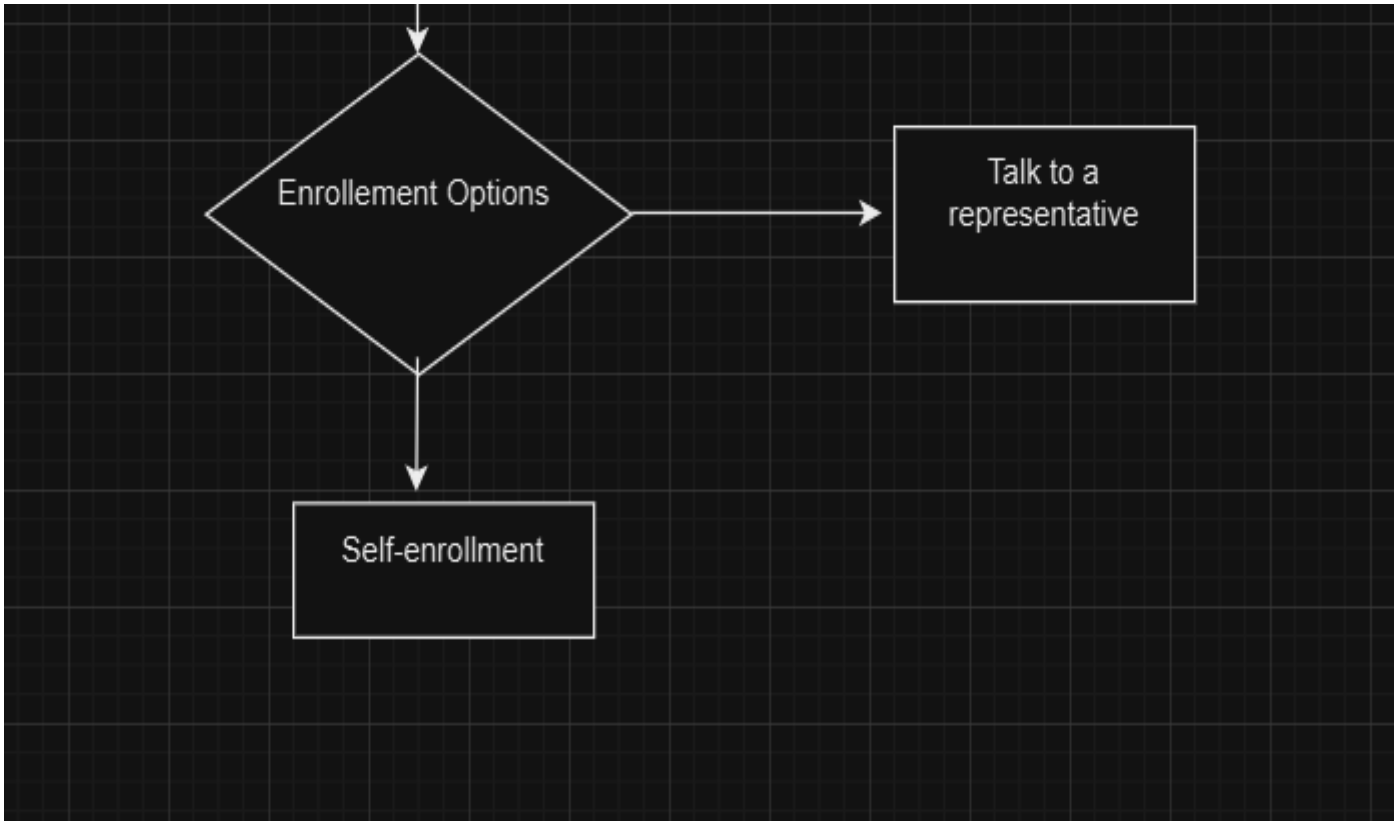


Process Model




Login details correct
No
Retry password or Password Reset
selects location (State, City, County)
selects essential health benefits (multi-select)
System retrieves health plans from TransTech
Health Plan Search


User views plan details (plan type, cost-sharing)
"Is the user satisfied with the plan?
No
searches again or revises criteria
Yes
Enrollent Optoion
Enrollement Options
Talk to a representative


Enrollement Options
Talk to a representative
Self-enrollment

Aster – Health Application

Assumption

- **Data Accuracy:** The data provided by TransTech about health plans, coverage, and costs is accurate and up-to-date.
- **User Information:** Users will provide accurate personal information for account creation and health plan searches.
- **Integration Capability:** The integration between Aster Health's mobile app and TransTech's system is feasible and will function smoothly.
- **Security Protocols:** Adequate security measures will be implemented to protect user data and prevent unauthorized access.

Constraints

- **Budget Limitations:** The project must stay within the allocated budget for development, maintenance, and support.
- **Regulatory Compliance:** The system must comply with all relevant healthcare regulations and data privacy laws.
- **Time Frame:** The project must be completed within the agreed timeline between Aster Health and TransTech.