

# Case Study: Member Mobile Apps



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## CHALLENGE

Lone Star TPA wanted to give their members more access to benefits information as well as lower calls to their customer service department.

## SOLUTION

Healthx provided a mobile app so that members have access to their benefits at their fingertips. When a member is at their doctor's office, they can email the doctor a copy of their ID card from their mobile phone. If the doctor has a question about whether a claim has been paid, the member can look it up on their mobile phone. Members can also view accumulators to see if they have met their deductible for the year. These key features give members valuable information for improved decision-making right at the point of care.

## IMPACT

Lone Star TPA experienced a reduction in member calls related to ID cards. Members began using their mobile devices to access their ID cards instead of calling Lone Star TPA. The president of Lone Star TPA, LaRea Albert says, "Being able to provide immediate substantiation to the provider that the patient has met their deductible and can confirm the benefits are payable at the time of service empowers both the patient and provider." She says while their business has increased, the member calls have not. In just three months, they experienced a 45% increase of usage to the Lone Star TPA member web-based solution and a 62% uptake in mobile usage.

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### About Lone Star TPA

Lone Star TPA (LSTPA) provides comprehensive benefit administration for self-funded employers in Texas and nationwide.