

Employer Self Service (ESS) Portal

Action-oriented web content, tools and resources for self-care and condition self-management

Challenge

A major health insurance company identified a need to add an Employer Self Service feature to their pre existing Employer Connection Portal. The necessary features include:

- Activation Management
- [Maintain Access Rights](#)
- [Maintain Employer Rights](#)
- Employer Registration and Login
- An Employer Group Roster
- Self-Service Member Transactions
 - Add
 - Update
 - Terminate

Solution

In the project phase one Vicert created a [technical architecture document](#) detailing the complete system design. In the project phase two Vicert implemented the solution by developing three major subsystems of the portal:

1. Security

Provides all user administration functionalities while maintaining access rights such as activation, registration, login and delegation.

2. Employer Group Roster

Provides the ability to view the employee roster through an online display of current employees and historical data, enabling users to search, sort and print their roster.

3. Self-Service Transactions

Provides the ability to initiate a transaction to conduct, add changes and delete employees within an employer group.

Benefits

- **Guided Architecture and Design**

The client's first major solution utilizing the Spring/Hibernate software platform.

- **Improved Features and Quality**

Online self-service capabilities made available to all employers and producers/brokers.

- **Employer Validation**

Online eligibility and benefits for group members.

- **Single Sign-On capability**

Allows users to navigate other employer related applications, including those hosted internally and externally by ASPs.

Tech: Oracle, Spring, Hibernate

Duration: 6 months

Value: \$1M