



Member Portal

Overview

Prepared by Hitachi Solutions August 2018

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Document Objective

This document is intended to give a basic overview of the **Hitachi Solutions' Member Portal** Test Drive available on Microsoft AppSource.

Please contact NA.Marketing@hitachi-solutions.com for more information on the full healthcare product suite offered by Hitachi Solutions.

Getting Started

The **Member Portal** is setup as an extension of the **Engage for Health Plans** D365 for Customer Engagement solution. This overview will focus on the pages and data that a non-licensed Customer Engagement User could see and work with from an easy to access external portal.

These **Member Portal** landing pages can be further customized for unique member, provider, and payer scenarios that occur in advanced member engagement.

Portal Overview

Once logged into the portal, you will see this **Home** page.

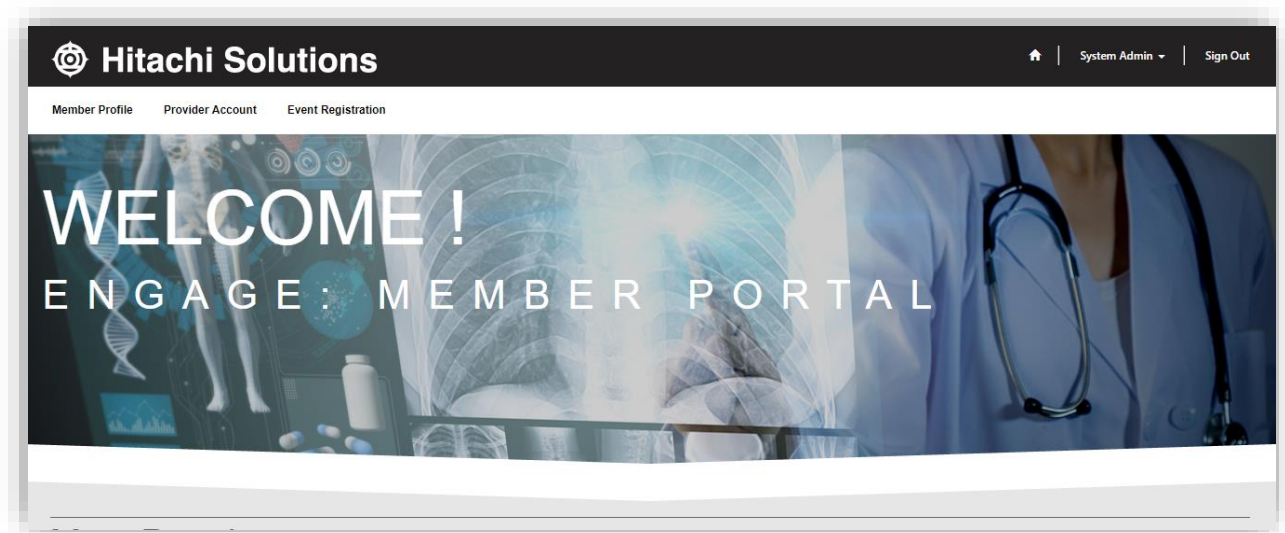


Figure 1

Member Profile

Navigate to the **Member Profile** page on the top menu. Here the user can view Member contact information, claims, medical statistics, and current health plans.

The screenshot displays the Hitachi Solutions Member Profile page. The header includes the Hitachi Solutions logo and navigation links for Member Profile, Provider Account, and Event Registration. The user's name, David Smith, and location, Redmond, are shown. The main content area is divided into three sections: a profile card for David Smith, a 'My Claims' table, and a 'Total Claims by Month' bar chart.

Claim Date	Policy Holder	Total Incurred
1/3/2018	David Smith	\$500.00
1/4/2018	David Smith	\$300.00
2/23/2018	David Smith	\$650.00
3/29/2018	David Smith	\$750.00
7/9/2018	David Smith	\$1,000.00

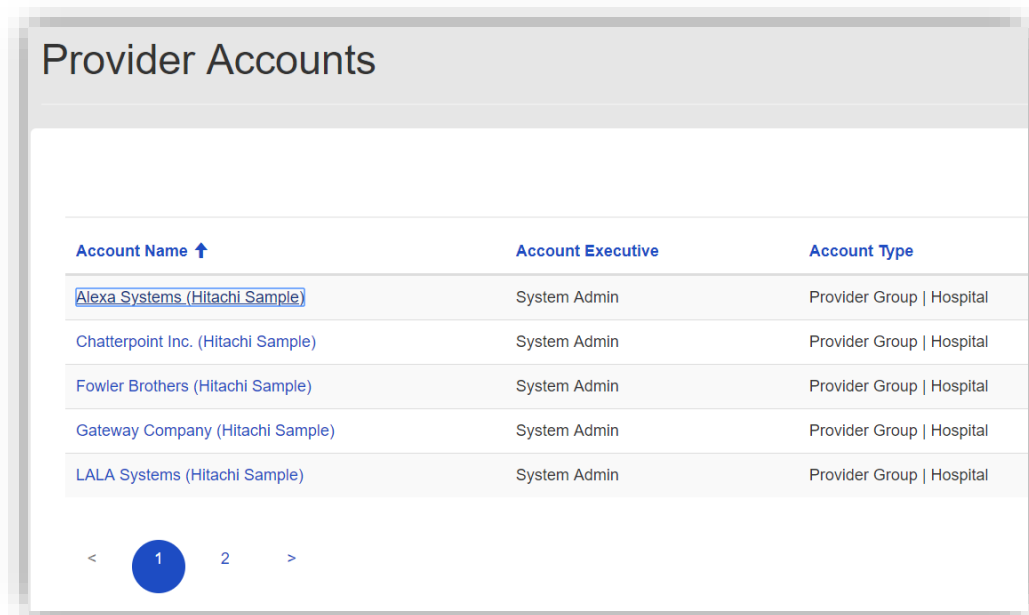
Month (Claim Date)	Sum (Total Incurred)
Jan	\$800.00
Feb	\$650.00
Mar	\$750.00
Jul	\$1,500.00

The portal user or member can also create a new medical history statistic record. Click on the **Create** button at the top of the My Medical History view. Insert any important medical information and click **Submit**.

The screenshot shows a form with two main sections: 'General' and 'Medical Profile'. The 'General' section includes a 'Contact' field with the value 'Melissa Anderson (Hitachi Sample)' and a 'Date Entered' field with the value '3/15/2017'. The 'Medical Profile' section includes fields for Height (65), Weight (160), BMI, Blood Pressure Systolic (128), Blood Pressure Diastolic (60), and Blood Sugar (65).

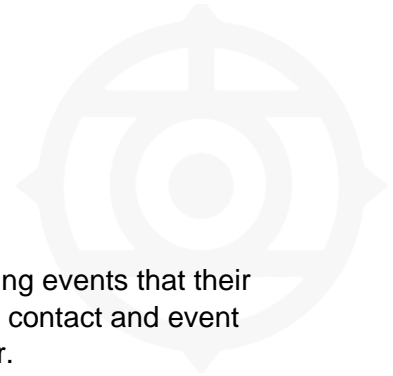
Provider Account

From the Provider Account page, portal members can search for Provider account and view important information about the Provider's location, specialties, and networks.



Account Name ↑	Account Executive	Account Type
Alexa Systems (Hitachi Sample)	System Admin	Provider Group Hospital
Chatterpoint Inc. (Hitachi Sample)	System Admin	Provider Group Hospital
Fowler Brothers (Hitachi Sample)	System Admin	Provider Group Hospital
Gateway Company (Hitachi Sample)	System Admin	Provider Group Hospital
LALA Systems (Hitachi Sample)	System Admin	Provider Group Hospital

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Event Registration

Portal members can use the **Event Registration** page to register for upcoming events that their provider may be hosting or suggesting they attend. The user can enter basic contact and event information and click **Submit** to register and send the details to their provider.

Event Registration

RECEIVED FROM	DETAILS
Customer <input type="text" value="Melissa Anderson (Hitachi Sample)"/>	Related Campaign * <input type="text" value="Diabetes Nutrition Workshop (Hitachi Sample)"/>
Phone <input type="text" value="843-876-3654"/>	Response <input type="text" value="Interested"/>
Email <input type="text" value="Admin@outlook.com"/>	Promotion Code <input type="text" value="D786"/>