






# How Nitor Infotech developed a modern hybrid mobile application for Mass General Brigham

## About the Customer

**MGB Health Plan** is a leading healthcare insurance company that provides various health plan programs and claim and risk management services for more than 1.5 lakh members. They also provide coverage to commercial and internal members.









## Business Need

-  If members need any information, they need to log in to the member's web portal.
-  There was no way to access details of membership on the mobile device.
-  MGB wanted to make member's life easy by providing facilities where they can carry their digital medical cards and other information over a mobile app.
-  They also needed support for third-party integration in member mobile app for the Patient Gateway.
-  They wanted to address ongoing enhancements and support for different benefit plans.




## Nitor Infotech's Solution

- Nitor Infotech has been engaged with **MGB Health Plan** from concept design, and technical design to implementation.
- We played a critical role in technology evaluation and application architecting & development of the solution in technologies like **Backend .NET, Mobile App Development – React Native, Xamarin UI tests automation, Okta authentication.**

We built an app that provides numerous facilities to members and dependents. Members can access patient gateway information and check details such as:

-  Digital Insurance Cards
-  Claim Details
-  Tax Forms
-  Cost Share Summary
-  Reimbursements
-  Chatbox
-  Hospitals
-  PCP Change and History

## Value Delivered

-  Expected growth in members enrolment
-  Great customer (member) experience & satisfaction
-  Increase in brand value