

Elevate Member Experience and Strengthen Security

ForgeRock Customer Identity and Access Management for Healthcare Payers

The ForgeRock Customer Identity and Access Management solution helps healthcare payers achieve their digital transformation and business growth goals by enabling them to acquire members faster, deliver great experiences, and protect their members.

Member experience is the beginning, middle, and end of healthcare payer success and many business failures. Digital transformation is the new normal for creating great member experiences. Companies that have successfully undergone digital transformation have been shown to excel 80% over their non-digital rivals.

However, with every successful digital transformation and excellent member experience come new challenges, such as mitigating online fraud and complying with data privacy regulations. Online fraud has incurred up to \$42 billion in losses between 2018 to 2020.¹ Complying with data privacy regulations requires a whole new level of digital transformation.

¹ [Fighting fraud: A never-ending battle - PWC Global Economic Crime and Fraud Survey, May 2020](#)

The Challenges of Acquiring, Keeping, and Protecting Members

Healthcare payers can build long-term loyalty and profitability by offering a fully digital, secure, and seamless user experience. But poor experiences are rampant. Millennials are quick to switch healthcare payers if they have a bad experience. Most, if not all, potential members dread registering and having to remember another username and password combination. They do not want to provide personal information and get spammed later. When confronted with a long registration form, they abandon the site, especially if the site requires them to register before they can browse through the offerings.

Account lockouts are another problem. If members only visit a site a few times a year, the website's password expiration policy might require password reset. If the reset flow is broken, members cannot log back in, even if they want to. Eventually, these unhappy users will take their business to other payers. Healthcare payers can expect to suffer from lost revenue as a result of these poor processes.

Security and compliance is also a big concern for any healthcare payer with member-facing services. Outdated security controls that fail to protect member data can end up costing payers millions of dollars in fines.

“At Philips, we’re on a mission to improve people’s lives and to empower people to take better care of themselves and others. With ForgeRock, we are able to design innovative data-sharing and consent technologies into our HealthSuite Digital Platform that make it possible to foster consumer and patient trust.”

Jereon Tas,
Chief Innovation & Strategy Officer, Philips

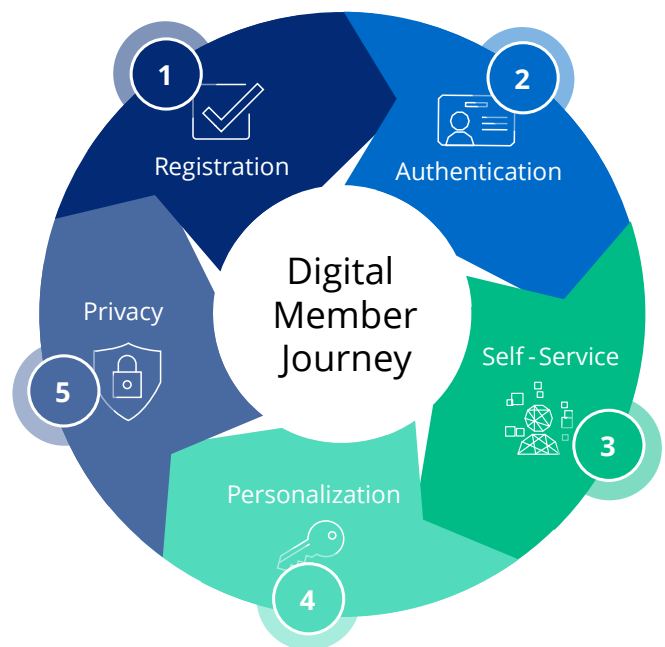


Modernizing the Digital Journey

To grow digital member acquisition and retention, healthcare payers need to evolve and adopt a modern, scalable customer identity and access management (CIAM) solution.

Healthcare payers want to acquire customers members while delivering and securing great user experiences. Members should be able to move securely and seamlessly across the digital healthcare journey, as they register, authenticate, and manage their own passwords and preferences through self-service. Each member gets a personalized journey across any digital channel, based on the preferences they select and the information they provide.

By providing these capabilities, healthcare payers can reduce member churn, accelerate conversion rates, and increase member loyalty.



Why ForgeRock?

Every healthcare payer has unique needs, and they want a solution that fits with their unique processes. ForgeRock's philosophy is to meet healthcare payers where they are and help them move to their targeted stages of digital transformation. ForgeRock Customer Identity and Access Management (CIAM) is a modern identity and access management solution that allows healthcare payers to quickly acquire and retain members and drive revenue, loyalty, and trust.

Here are some of the reasons why customers worldwide choose ForgeRock.



A Single Platform for All Digital Identity Needs

The ForgeRock platform supports all identity types, with a comprehensive and extensible platform for identity at any scale.

- Using the ForgeRock platform, Availity, the largest health information network in the U.S., supports 12 billion transactions per year, over 800,000 daily logins, and connects two million providers to healthcare plans through the U.S.



Simpler and Faster Time to Value

ForgeRock supports whatever deployment model works for the healthcare payer, whether it is a cloud-first deployment model with true data isolation, an on-premises deployment supporting existing member facing applications, or a hybrid.

- Phillips had personal health data and patient medical history scattered over many apps, devices, and systems, in multiple places and formats. They chose ForgeRock to bring this data together to create smarter and more impactful connected health solutions for consumers, patients, and care professionals.



Smarter and More Secure

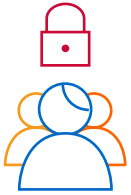
Intelligent, no-code access orchestration for user journeys makes it easy to design consistent and successful authentication journeys for a multitude of use cases. ForgeRock can handle it all: simple username and password-based authentication, single sign-on, usernameless and passwordless authentication, self-service password resets, and fine-grained contextual authorization.

Analysts Agree

ForgeRock is the only vendor recognized as a Customer Identity and Access Management Leader Across The Top Three Analyst Firms:

- **"Leader" in the Gartner Magic Quadrant for Access Management, 2020**
- **"Leader" in the KuppingerCole Leadership Compass for CIAM Platforms, 2020**
- **"Leader" in the Forrester Wave: Customer Identity and Access Management, Q4 2020**

Benefits



Acquire Members Faster

- **Accelerated Conversion Rates:** Convert anonymous website visitors to known active and registered users. Give members a choice on how to register: with username and password or through a social identity provider, such as Facebook, Google, LinkedIn, and others. Mitigate “registration fatigue” and abandonments caused by lengthy registration forms. Allow them to register with just an email address and then provide more information over time using the progressive profiles feature.
- **Higher Retention Rates:** Build member trust gradually while collecting more information through subsequent logins: such as company name, job title, and contact information. ForgeRock progressive profiles help build more comprehensive member profiles over time.
- **Increased Loyalty and Trust:** Allow members to better manage granting and withdrawal of consents and permissions, along with terms of service and privacy preferences from a convenient central console across multiple data services.



Deliver Great Experiences

- **Omnichannel Revenue:** Enable consistent member profile and choice to all applications, ensuring a consistent and personalized experience across all digital channels, including web, mobile, and kiosk.
- **Reduced Churn:** Members demand fast and seamless access. Slow performance, and authentications that get hung up are a sure path to abandonment. Members can reset their own passwords and manage their own preferences for personal profile, marketing opt-ins, and authentication methods.
- **Increased Long-Term Profitability:** By delivering great digital experiences, healthcare payers can promote more services to increase long-term profitability.

Protect Your Members



- **Secure Access Experiences:** Achieve both security and convenience with a broad range of web and mobile authentication methods, self-service password resets, user identity verifications, password authentication, and more.
- **Identity-Driven Fraud Mitigation:** Design and implement user journeys to reduce the total cost of fraud. ForgeRock supports orchestration of numerous third-party anti-fraud, behavioral biometrics, and identity-proofing solutions to validate user authentication and protect against identity theft.
- **Compliance with Privacy and Consent Regulations:** ForgeRock helps healthcare payers comply with major national and international regulations via privacy and consent capabilities, including multi-tenancy, data isolation, and encryption.

About ForgeRock

ForgeRock, the leader in digital identity, delivers modern and comprehensive Identity and Access Management solutions for consumers, employees and things to simply and safely access the connected world. Using ForgeRock, more than a thousand global customer organizations orchestrate, manage, and secure the complete lifecycle of identities from dynamic access controls, governance, APIs, and storing authoritative data – consumable in any cloud or hybrid environment. The company is privately held, and headquartered in San Francisco, California, with offices around the world. For more information and free downloads, visit www.forgerock.com or follow ForgeRock on social media.

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