

A Managed Care Organization

Transforming Elder Care Operations with Microsoft Cloud for Healthcare



About the Company

A leading managed care provider improving the health and well-being of older adults through integrated primary care, health plan coverage, social engagement, and in-home personalized services. Operating across California, Arizona, Nevada, Texas, and New Mexico, the organization combines medical, behavioral, and social care under one coordinated model.

Industry

Healthcare –
Managed Care / Elder Care
Workforce

Presence

**Western
United States**

1000+

Service



Microsoft Cloud
for Healthcare



D365
Sales



Power Pages
Portal



Power BI



DocuSign
Integration



FHIR
FHIR & CCDA
Interoperability



D365 Customer
Service



Azure



Fabric



Data
Warehouse



EMR (Athena)
Integration



Managed
Services

Solution

Unified Healthcare Platform

01

Implemented Microsoft Cloud for Healthcare to integrate patient outreach, care management, and service delivery within a single connected ecosystem.

Care & Enrollment Automation

02

Streamlined member onboarding through Dynamics 365 Sales and Customer Service, reducing manual effort and enabling real-time tracking of applications and care workflows.

Patient and Broker Portals

03

Deployed Power Pages for self-service enrollment, service requests, and broker communication, enhancing accessibility and coordination..

Analytics & Data Management

04

Leveraged Microsoft Fabric and Power BI for centralized data warehousing, real-time dashboards, and reporting across care programs and regions.

Interoperability & Integrations

05

- EMR (Athena) and Manifest Medex for patient data exchange and health record synchronization.
- FHIR and CCDA for secure, compliant interoperability across systems.
- DHCS integration ensuring regulatory data flow compliance.
- DocuSign for digital consent and authorization management.
- Codistry website integration for a seamless digital experience.

Results and Outcomes

- Unified and connected care management platform improving visibility and coordination.
- Reduced administrative workload through automation and integrated workflows.
- Real-time insight into patient applications, care delivery, and operational performance.
- Digital transformation of consent and authorization processes with DocuSign.
- Enhanced compliance with healthcare data standards (FHIR, CCDA, DHCS).
- Improved mobility and accessibility with device-friendly portals for care and enrollment teams.
- Strengthened data security and governance across all operational modules.