

Provide a mobile gateway for your members

Mobile Digital Platform Solution

An innovative ID solution

Every month, on average, your enterprise issues tens of thousands of plastic ID cards and sends thousands of physical mailings to program members. Gainwell Technologies offers a new and better solution — the Mobile Digital Platform. Our platform provides an innovative, secure digital ID solution at a lower cost.

The Gainwell Mobile Digital Platform is a mobile and web-based solution that supports your digital transformation by reducing or eliminating plastic ID cards and the physical mailing of documents. The solution displays an exact digital representation of an ID card on a mobile device, smartphone or computer. This is a true COTS product supported with periodic releases.

Ease of use

Mobile Digital Platform is a lightweight app that launches quickly. Its intuitive design makes it easy for members to quickly and securely view their digital cards. An offline mode enables the user to view the digital card and content when there is no internet access. Once internet access is available again, the app refreshes content automatically. Your members will have continuous access to ID cards, alerts and electronic notices. The Mobile Digital Platform's security allows cardholders to securely share their digital ID cards with their providers. English and Spanish language support is available out of the box, along with a step-by-step user guide.

Family member services

Families are well supported by the Mobile Digital Platform app. A family user can securely view the digital cards of multiple family members by entering the date of birth of each member. The changes in the family tree are automatically reflected on the app. Mobile Digital Platform provides self-service capability to make and submit address changes.

Alerts and e-notices

Mobile Digital Platform securely delivers documents such as notices and EOBs electronically, providing fast and easy communication directly to members. When integrated with your case management system, MDP can provide reminders for critical appointments and events and allows the tracking of the "seen" status of alerts and electronic notices for effective follow-up.



Benefits

- Move to a paperless, digital ID solution
- Provide mobile access to key information
- Reduce or eliminate plastic cards and the mailing of documents
- Secure sensitive data in transit and in storage
- Configure to your specific branding

Gain an innovative, secure solution for providing mobile access to key information at a lower cost.



Security

Mobile Digital Platform features strong security measures to protect the data of both your enterprise and your members. Cryptography is used to secure sensitive data in transit and in storage. App-specific PINs are required to authorize access, and “brute force” prevention is in place through timeout and lockout functions. A one-time password can be used when sharing the card with a provider. Mobile Digital Platform disables backups of app data to prevent that data from going out to unauthorized locations.

Fraud prevention

Fraud prevention is a key feature of Mobile Digital Platform, which helps identify and thwart unauthorized access. The app uses a card expiration message to identify expired memberships and sends a warning message when the digital card has not been updated. Mobile Digital Platform automatically removes data on a device after a configurable number of days to prevent abuse. Detailed member activity and device information is available for audits, and additional fraud prevention features are added periodically.

Configurability

Mobile Digital Platform is a modular solution built using the REACT native platform and service-oriented architecture, making it highly configurable for your enterprise. Settings such as session timeout, maximum invalid login attempts, errors, labels, headings and more are all configurable. Mobile Digital Platform is flexible enough to accommodate your specific branding and packaging needs.

Better serve your members

Mobile Digital Platform provides a mobile digital gateway for your member population. It is a secure, paperless solution that delivers cost savings to your enterprise and better service to your members.

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About Gainwell

Gainwell is the leading provider of technology solutions that are vital to the administration and operations of health and human services programs. Gainwell is a new company with over 50 years of proven experience, a reputation for service excellence and unparalleled industry expertise. Gainwell offers clients scalable and flexible solutions for their most complex challenges. These capabilities make Gainwell a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more about Gainwell at gainwelltechnologies.com.