



DISRUPTIVATE **HEALTHCARE**

June 23-25, 2025 | New Castle, NH

PARTNER CONFERENCE

Drive meaningful change, amplify your impact, and discover unparalleled business opportunities. Join TALON as we press toward a healthier, more transparent tomorrow.

PLATFORM TRAINING SESSIONS



MASTERING THE TOOLS THAT DRIVE HEALTHCARE TRANSPARENCY

SESSION 1 // SUPPORTING THE CUSTOMER

Foundational Support Skills for Exceptional Member Experience

This essential session covers the core support functions needed to effectively assist members using the MyMedicalShopper platform. Learn to navigate the Support Dashboard and manage member accounts with confidence.

Key Topics:

- Navigating the Members Table to quickly locate and filter member information
 - Understanding comprehensive member profiles and information tiles
 - Using session recordings to visualize and troubleshoot member experiences
 - Performing key member actions (profile updates, password resets)
 - Verifying eligibility and managing dependent relationships
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SESSION 2 // SUBSCRIBER ADVOCACY & CONCIERGE SERVICE

Personalized Guidance for Healthcare Journeys

This advanced support session focuses on the Care Navigation capabilities that transform your role from reactive support to proactive healthcare guidance. Learn how to help members navigate their healthcare journey with personalized assistance.

Key Topics:

- Understanding Event Logs, Impersonation, and Member Collateral
- Guiding members through provider selection and cost comparisons
- Documenting savings and outcome metrics



SESSION 3 // WIDGETS, ANNOUNCEMENTS & TAGS

Creating Targeted Content and Enhanced Functionality

This session explores how to use the platform's communication and targeting tools to create personalized member experiences. Learn to craft dynamic content that engages members and promotes strategic initiatives.

Key Topics:

- Creating effective announcements for timely communication
 - Configuring custom widgets to enhance dashboard functionality
 - Developing a comprehensive tagging strategy for content targeting
 - Combining tags to create precisely targeted member experiences
 - Testing and optimizing content performance
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SESSION 4 // DIGITAL HEALTH CARDS & QPAs

Advanced Tools for Compliance and Member Convenience

This specialized session covers two powerful features that support regulatory compliance and enhance member convenience. Learn to implement digital health cards and leverage the QPA calculator for out-of-network claims.

Key Topics:

- Configuring and managing digital health cards from PDF templates
- Mapping variable fields for personalized health card information
- Understanding Qualifying Payment Amounts (QPAs) and their regulatory importance
- Generating accurate QPA reports for out-of-network claims
- Troubleshooting common issues with health cards and QPA calculations