

Chinese startup CareVoice officially launches CareVoiceOS

26 September 2019 | News | By Ayesha Siddiqui

The first healthcare operating system for insurers



The CareVoice, an international health insurtech company based in China, who recently closed an eight-figure USD Series A funding round, has announced the launch of CareVoiceOS™, its latest product innovation that is available in mainland China and Hong Kong. CareVoiceOS™ is the first healthcare operating system allowing insurers to deliver health plans which are more tailored, efficient and compelling to their customers.

“Technology is a lever that can help healthcare stakeholders leapfrog the performance boundaries of the current ecosystem,” comments Neil Liang, Chief Product Officer and Co-founder of The CareVoice, “The aim of CareVoiceOS™ is to provide an operating system for health insurance stakeholders to connect better and yield better outcomes. It features a unique ‘Care & Cure’ offering enabling a seamless healthcare and insurance experience for insurance members. ‘Care’ offerings – i.e., Vibrant, a heart-rate based fitness engagement program – allow insurers to bring a new generation of consumer-centric health plans focused on prevention, while ‘Cure’ offerings – i.e., smart hospital directory – enable insurers to efficiently and cost-effectively address consumer pain points when navigating the healthcare system.”

CareVoiceOS™ plays a critical role to insurers as both a curator for top-notch digital healthcare services, and more importantly, a partner in product innovation through value-added services matching specific population needs, and insights generation from member behavior. Having served a total of 15 local and international leading insurance companies such as Ping An and Generali, CareVoice has gained technical know-how and understanding of insurer as well as consumer pain points to design solutions for existing gaps.

According to Ella Ding, Head of Operations at GBG, “CareVoice has provided a series of mobile-based health engagement services to many insurance clients. With CareVoiceOS™, their newly updated system, I believe insurers can manage more effectively different digital services within one platform, get integrated insights of member behavior across different services, and launch innovative health plans targeting specific populations.”

One of the key benefits of CareVoiceOS™ to insurance members is that, in addition to providing assistance, confidence and convenience to members when seeking healthcare services, it allows members to proactively manage their health condition. CareVoiceOS™ is characterized by a connected ecosystem of wellbeing and healthcare services covering gene testing,

mental health, digital health check-up, cardio-fitness and second medical opinion.

According to Dr. Bechara Saab, CEO & Chief Scientist at Mobio Interactive, a Canadian company which provides Measurable Digital Therapy for mental health, "We are excited for Am Mindfulness to be part of the CareVoiceOS™ ecosystem. This partnership empowers insurance companies to provide much more than insurance and take an active role in supporting the wellbeing of their policyholders – while simultaneously driving down costs and improving healthcare for everyone."

As of today, CareVoiceOS™ has been made available to all current insurance customers as an upgrade, and have already enabled the design of multiple brand new health plans which are under launch preparation.