



Customer:
MVP Health Care

Industry:
Health Payor

Size:
1,000–9,999 employees

Country:
United States

Products and services:
Microsoft Dynamics 365
Dynamics 365 Customer Insights
Dynamics 365 Customer Service
Dynamics 365 Sales
Dynamics 365 Marketing
Microsoft Power Platform
Microsoft Power Apps
Microsoft Power Automate
Microsoft Power BI
Microsoft Azure
Microsoft 365

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“With Dynamics 365, we can build a single view into the heartbeat of every member, while we deliver more interoperability to providers, partners, members, and employees.”

—Michael Della Villa, Chief Information Officer, MVP Health Care

Situation:

To minimize high-cost claims, reduce provider visits, lower rates, and promote healthy communities, MVP Health Care wanted to replace a makeshift CRM environment and generate the visibility it needed to better understand its membership.

Solution:

MVP Health Care used Microsoft Dynamics 365, Microsoft Azure, Microsoft 365, and Microsoft Power Platform to build a comprehensive, centralized, fully interoperable member-engagement platform with Common Data Service.

Impact:

MVP Health Care has built single view into the heartbeat of every member and transformed itself into a healthcare innovator. It expects to save USD6 million a year while standardizing processes, driving more member value, and promoting healthier communities.