

Take Premium Billing to the Cloud

Return with improved customer satisfaction.

HEALTH INDUSTRY STRUGGLES

Customer satisfaction is at a

10-YEAR LOW¹

Ranking in the



BOTTOM 5

of all industries tracked by ACSI



60%

of consumers have higher expectations than in 2015.²



DIFFICULTIES KEEPING PACE

New innovations are driving new expectations...



- Online health information
- Online health reviews
- Mobile health tracking
- Wearables
- Telemedicine

80% of customers have adopted at least one digital health technology.³

Yet many health plans have billing systems that are more than **20 years old**.

INCREASING DEMAND

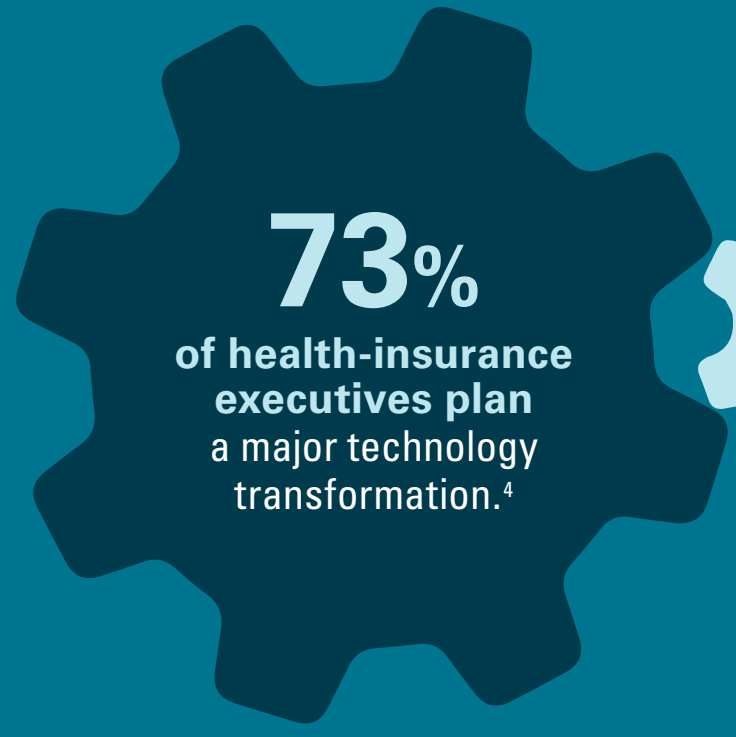


Affordable Care Act requirements mean health plans must deliver more with restricted budgets...

...because Medical Loss Ratio requirements limit admin costs to

15–20% of premiums.

TIME TO CHANGE



73% of health-insurance executives plan a major technology transformation.⁴



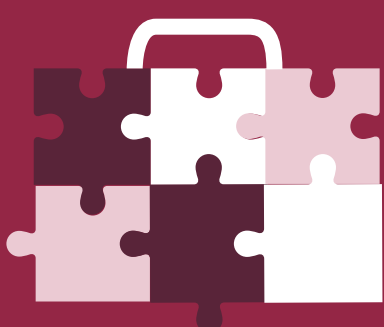
Because, on average, digital leaders are **26%** more profitable than their peers.⁵

BILLING TRANSFORMED

Premium billing cloud services can transform organizations from top to bottom...



Reducing total cost of ownership



Consolidating multiple lines of business on a single platform



Delivering quicker time to market using digital processes

ORACLE CAN HELP

Oracle Revenue Management and Billing for Healthcare Payers is an HIPAA-compliant cloud service that can help you:



Simplify billing



Gain clearer insights



Automate processes



Improve accuracy

LEARN MORE



Learn more about how Oracle Revenue Management and Billing for Healthcare Payers can help you.

Join our communities



¹ ACSI Finance and Insurance Report 2015

² Parature, from Microsoft 2015 Global State of Multichannel Customer Service Report

³ The Rock Health Digital Health Consumer Survey, <https://rockhealth.com/reports/digital-health-consumer-adoption-2015>

⁴ HealthEdge "State of the Payor" Survey, December 2015

⁵ Caggemini Consulting paper, "The Digital Advantage: How digital Leaders Outperform Their Peers in Every Industry"