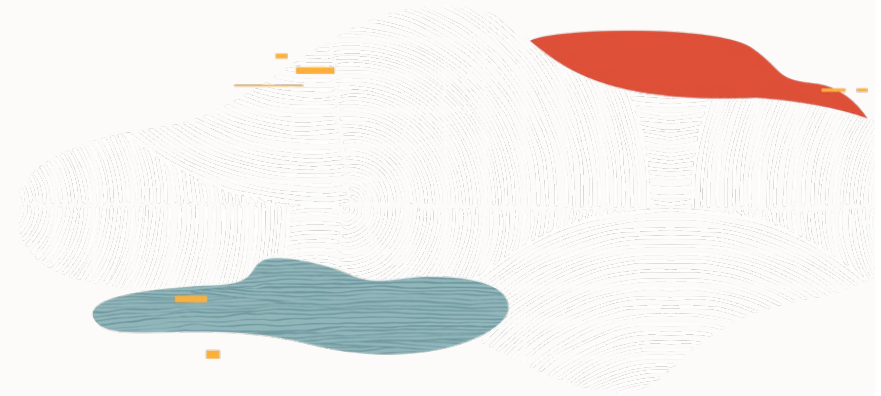


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Oracle Modern Best Practice

Digital Business Processes for Healthcare Payer





Safe harbor statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

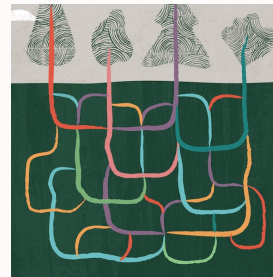
The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.

What is Oracle Modern Best Practice?

www.oracle.com/modernbestpractice



Digital business processes that evolve with you



End-to-end across the organization



Radically superior results



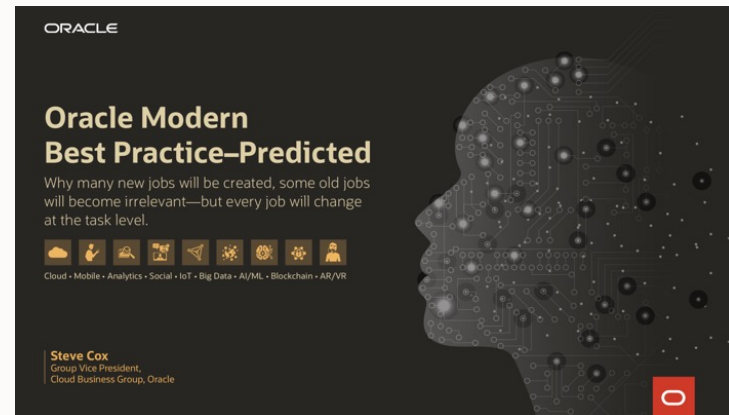
Leverages emerging technologies



Oracle Modern Best Practice books



The original book on Oracle Modern Best Practice is now in its 3rd edition and is available at <https://go.oracle.com/LP=88653>



A new book with our vision for processes in the future is available at <https://go.oracle.com/LP=88688>



Oracle Modern Best Practice

Designed for change – evolves with you

220+

Open, Standard, Free

Finance • Budget to Approval • Asset Acquisition to Retirement • Bank Transaction to Cash Position • Expense Report to Reimbursement • Supplier Invoice to Payment • Customer Invoice to Receipt • Customer Statement to Collection • Daily Close to Financial Forecast • Period Close to Financial Reports • Customer Contract to Revenue

Procurement • Supplier Registration to Supplier Performance • Insight to Smart Sourcing • Contract Creation to Spend Compliance • Requisition to Receipt • Supplier Return to Settlement

Project Management • Opportunity to Project Approval • Resource Analysis to Utilization • Project Methodology to Delivery • Task Detail to Plan Adjustment • Project Costs to Accounting • Billing to Revenue Recognition • Grant Award Funding to Closeout • Capital Project to Asset

Risk Management • Security Design to Separation of Duties • Business Process Risk to Continuous Assurance • Audit Scoping to Financial Reporting Compliance • Risk Identification to Organization Readiness

Marketing • Analytics to Insight • Insight to Campaign ROI • Campaign Execute to Lead • Event Execute to Lead • Disparate Sources to Unified Data • List Import to Prospect

Sales • Social Prospect to Lead • Lead to Opportunity • Opportunity to Quote • Quote to Order • Order to Close Opportunity • Opportunity to Forecast • Sales Play to Key Account Opportunity • Schedule Change to Sales Call • Vendor Lead to Channel Opportunity • Channel Lead to Vendor Opportunity

Sales Performance Management • Sales Strategy to Execution • Coaching Plan to Performance • Incentive Plan to Payment

Service • Customer Contract to Resolution • Social Listing to Resolution • Service Request to Dispatch • Knowledge Gap to Solution • Sensor Alert to Preventive Maintenance • Customer Sentiment to Preventive Maintenance

Commerce • B2C: Multi-Channel to Omni-channel Experience • B2C: Awareness to Interaction • B2C: Interest to Purchase • B2B: Multi-Channel to Omni-channel Experience • B2B: Product Search to Cart • B2B: Cart to Agreement

Logistics • Shipment to Dispatch • Inbound Shipment to Receipt • Freight Invoice to Approval • Lane Forecast to Carrier Contract

Order Management • Multi-channel Order to Promise • Fulfillment Orchestration to Invoice • Order to Drop Shipment

Manufacturing • Forecast to Plan • Production Order to Cost Update • Contract Manufacturing Request to Delivery

Innovation • Social Monitoring to Idea Capture • Idea Capture to Business Case • Requirement Definition to Optimization • Concept Formation to Design • Product Proposal to Go-to-Market Candidate • Portfolio Review to Selection

HR & Talent • Recruit to Onboard • Benefits to Payroll • Time Collection to Payroll • Payroll to Payment • Goal Setting to Performance Improvement • Career Planning to Development • Talent Review to Succession • Absence Planning to Productivity Improvement • Incident Report to Workplace Safety • Employee Insight to Workforce Wellness • Employee Separation to Workforce Analysis

Industry: Retail • Public Entity • Higher Education • Insurance • Banking • Healthcare • Utilities



Modern Best Practice for Healthcare Payer

Transformation Starts with a Strong Core



Finance

- Capital Asset Acquisition to Retirement
- Bank Transaction to Cash Position
- Expense Report to Reimbursement
- Budget to Approval
- Daily Close to Financial Reports
- Period close to Statutory Reports



Procurement

- Supplier Registration to Supplier Performance
- Insight to Smart Sourcing
- Contract Creation to Spend Compliance
- Requisition to Receipt
- Supplier Invoice to Payment



Project Management

- Initiation to Corporate Project Plan
- Corporate Project Execution to Control
- Corporate Project Expenditure to Cost Control
- Analysis to Corporate Project Optimization



HR and Talent Management

- Recruit to Onboard
- Benefits to Payroll
- Payroll to Payment
- Time Collection to Payroll
- Goal Setting to Performance
- Career Planning to Development
- Talent Review to Succession
- Accrual Planning to Continuity
- Employee Insight to Work-Life Alignment
- Employee Separation to Workforce Analysis

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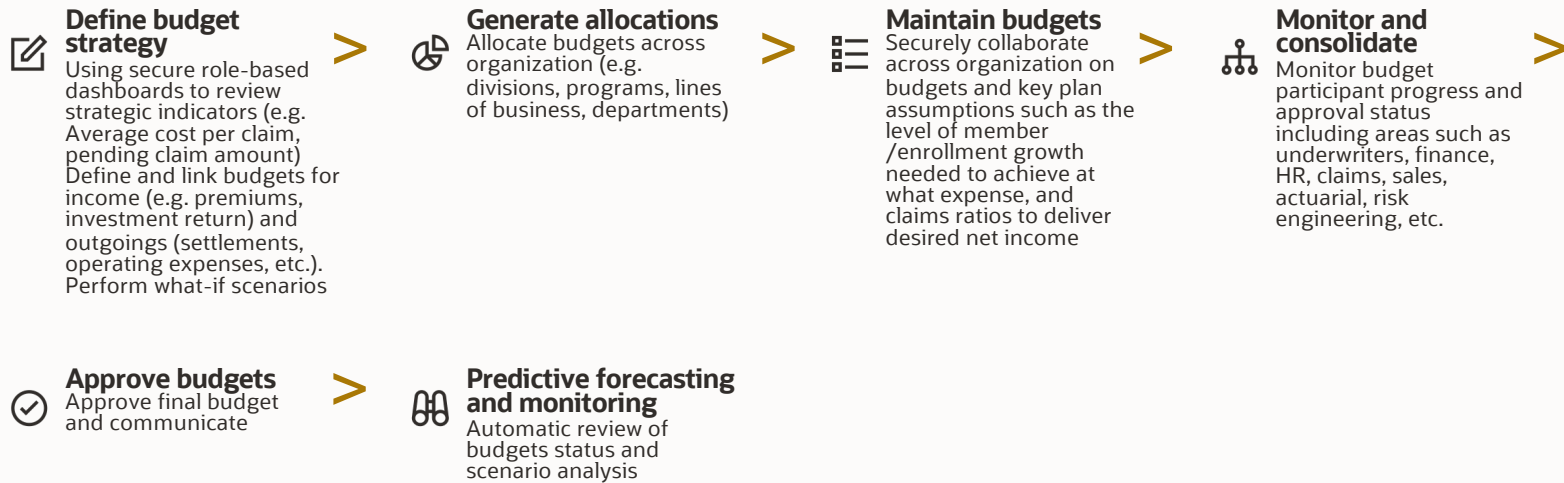


Modern Best Practice for Healthcare Payer - Finance

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Budget to Approval

Healthcare Payer



Product Mix: EPM Cloud (Planning, Enterprise Data Management)
Popular KPIs: time to produce/approve/consolidate budget, % variance



Oracle Modern Best Practice

Bank Transactions to Cash Position

Healthcare Payer

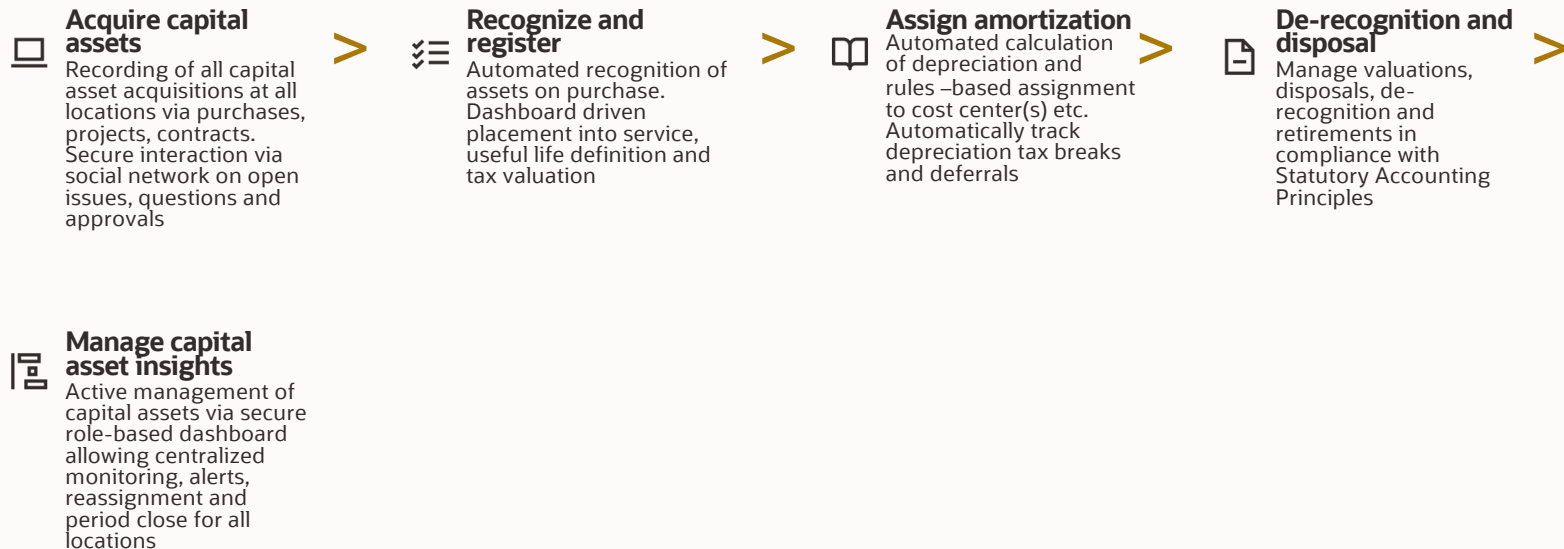


Product Mix: ERP Cloud (Financials)
Popular KPIs: time to reconcile, no. of reconciliations



Oracle Modern Best Practice

Capital Asset Acquisition to Retirement Healthcare Payer

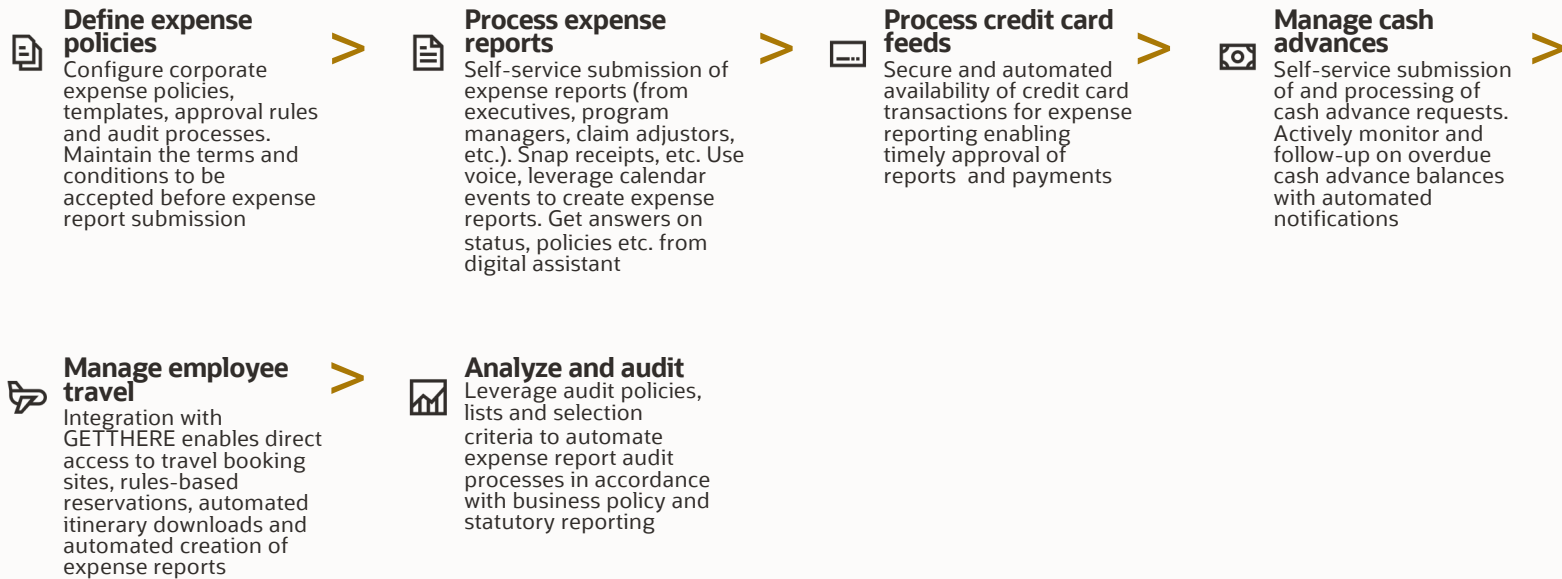


Product Mix: ERP Cloud (Financials, Procurement, Project Management)
Popular KPIs: Fixed Asset Turn Over Ratio, % fixed asset loss



Oracle Modern Best Practice

Expense Report to Reimbursement Healthcare Payer



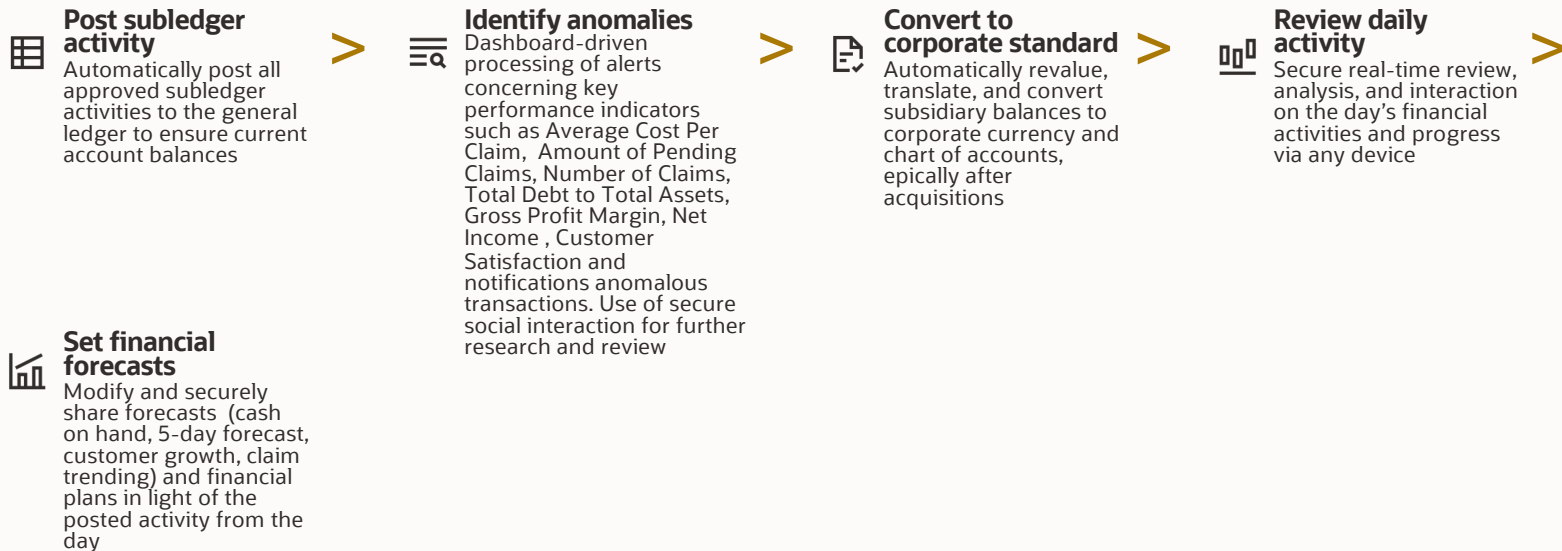
Product Mix: ERP Cloud (Financials)
Popular KPIs: expense vs. budget, expense as % of revenue, payment cycle time

Cloud Mobile Analytics Social AI/ML



Oracle Modern Best Practice

Daily Close to Financial Forecast Healthcare Payer



Product Mix: ERP Cloud (Financials), EPM Cloud (Planning)
Popular KPIs: time to reconcile, no. of reconciliations



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Period Close to Statutory Reports Healthcare Payer



Product Mix: ERP Cloud (Financials), EPM Cloud (Account Reconciliation, Financial Consolidation and Close, Narrative Reporting)
Popular KPIs: time to close books, time to publish reports



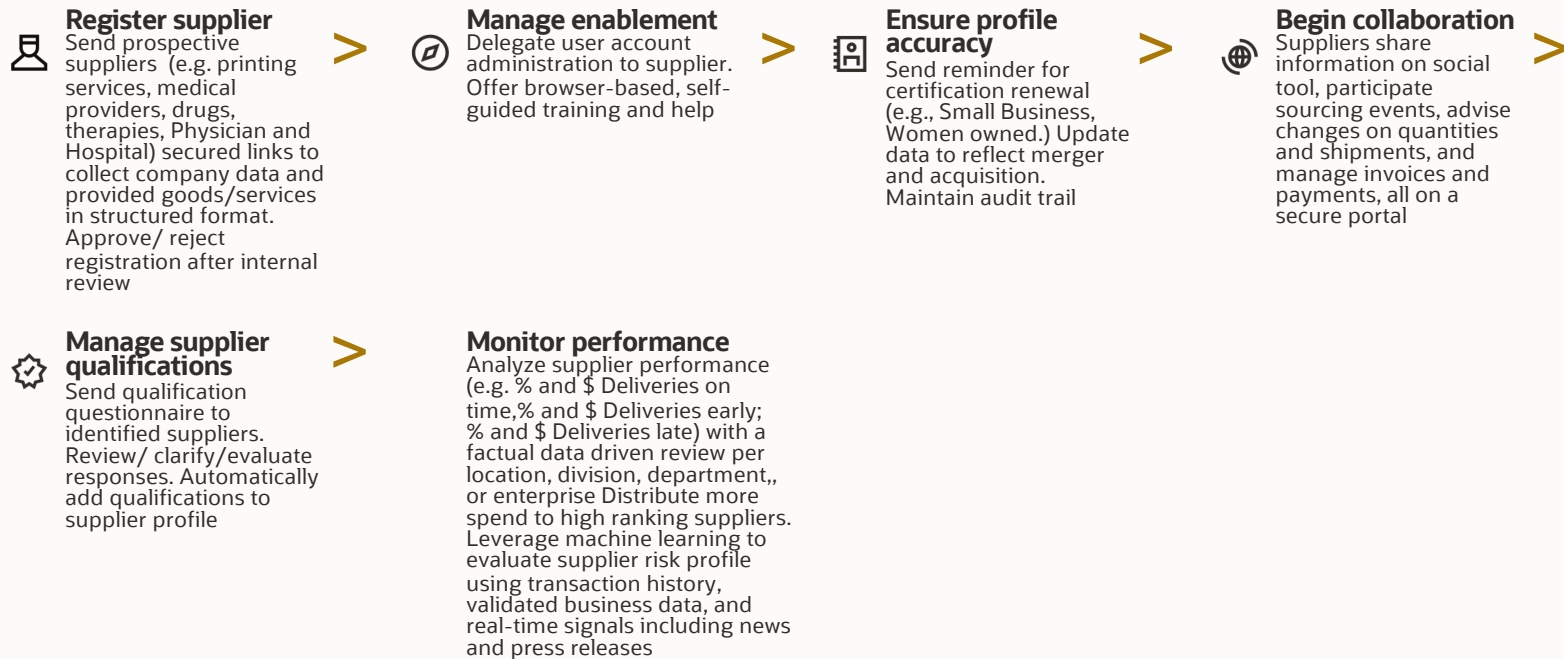
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Modern Best Practice for Healthcare Payer - Procurement

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Supplier Registration to Supplier Performance Healthcare Payer



Product Mix: ERP Cloud (Procurement)
Popular KPIs: avg. person-hour to qualify a supplier, no. of suppliers per category or critical item



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Insight to Smart Sourcing

Healthcare Payer

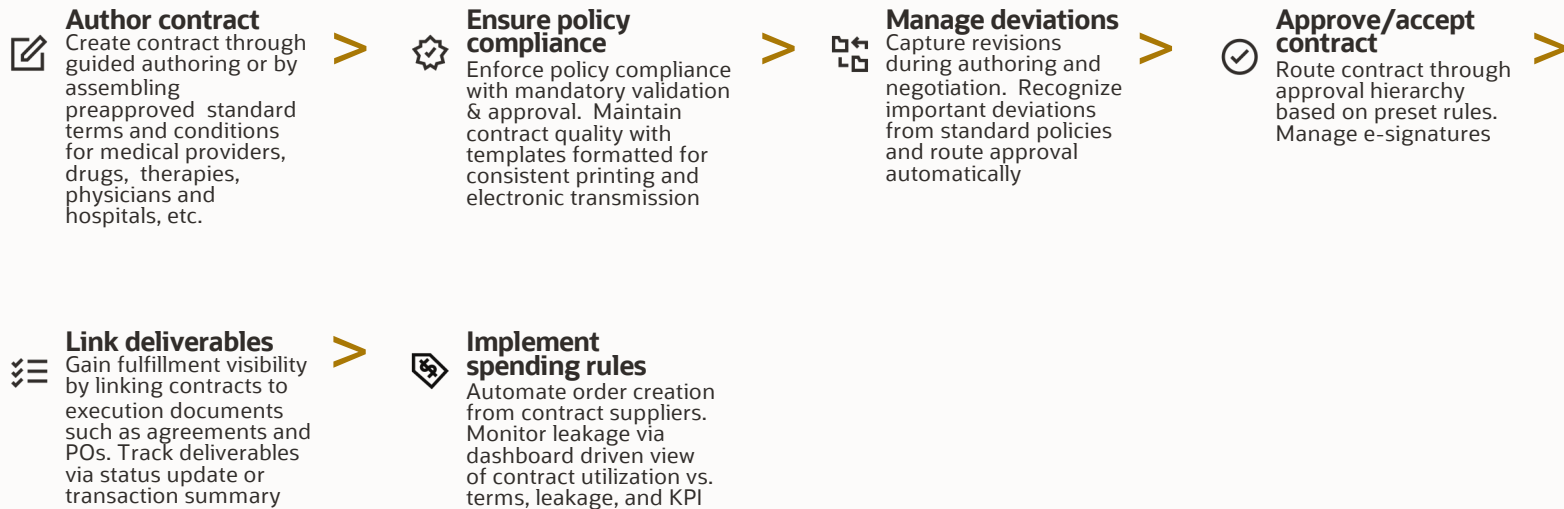


Product Mix: ERP Cloud (Procurement)
Popular KPIs: Non-contract purchase rate, price savings amount



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Contract Creation to Spend Compliance Healthcare Payer



Product Mix: ERP Cloud (Procurement)
Popular KPIs: Price change amount, contract leakage rate

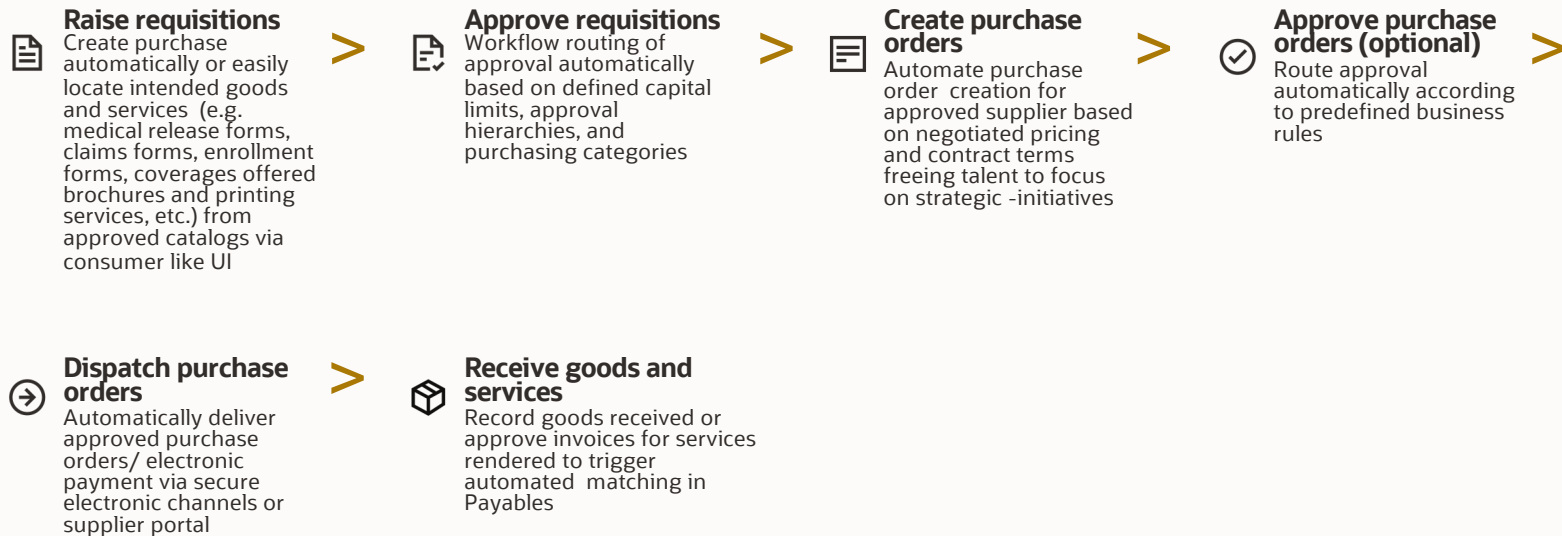
Cloud Mobile Analytics Social



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Requisition to Receipt

Healthcare Payer



Product Mix: ERP Cloud (Procurement)
Popular KPIs: processing cost per purchase order, procurement cycle time

Cloud Mobile Analytics Social



Oracle Modern Best Practice

Supplier Invoice to Payment Healthcare Payer



Product Mix: ERP Cloud (Financials)
Popular KPI: no. of payments, invoice payment days, % discount taken



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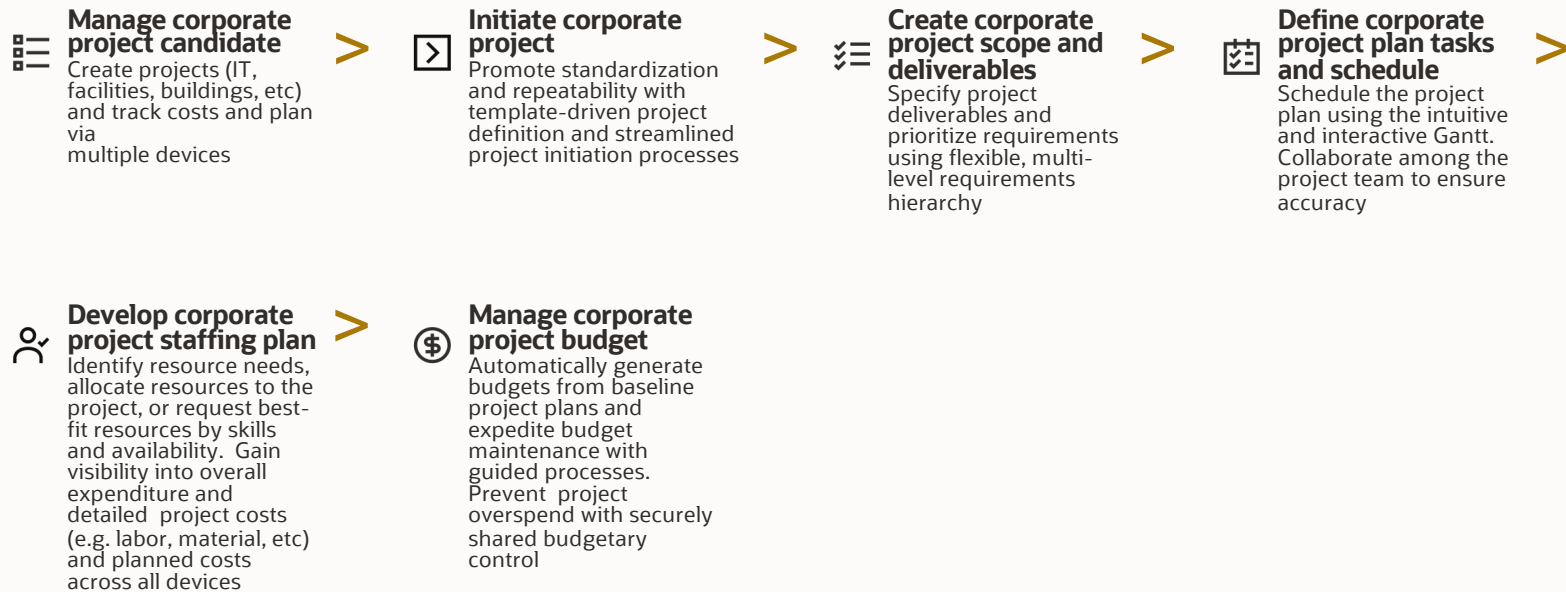


Modern Best Practice for Healthcare Payer – Project Management

Oracle Modern Best Practice

Initiation to Corporate Project Plan

Healthcare Payer



Product Mix: ERP Cloud (Project Management)
Popular KPIs: approval cycle time, project ROI, budget variance, no. of change requests

Cloud Mobile Analytics Social



Oracle Modern Best Practice

Corporate Project Execution to Control Healthcare Payer



Product Mix: ERP Cloud (Project Management)
Popular KPIs: % milestones completed on time, no. of schedule adjustments

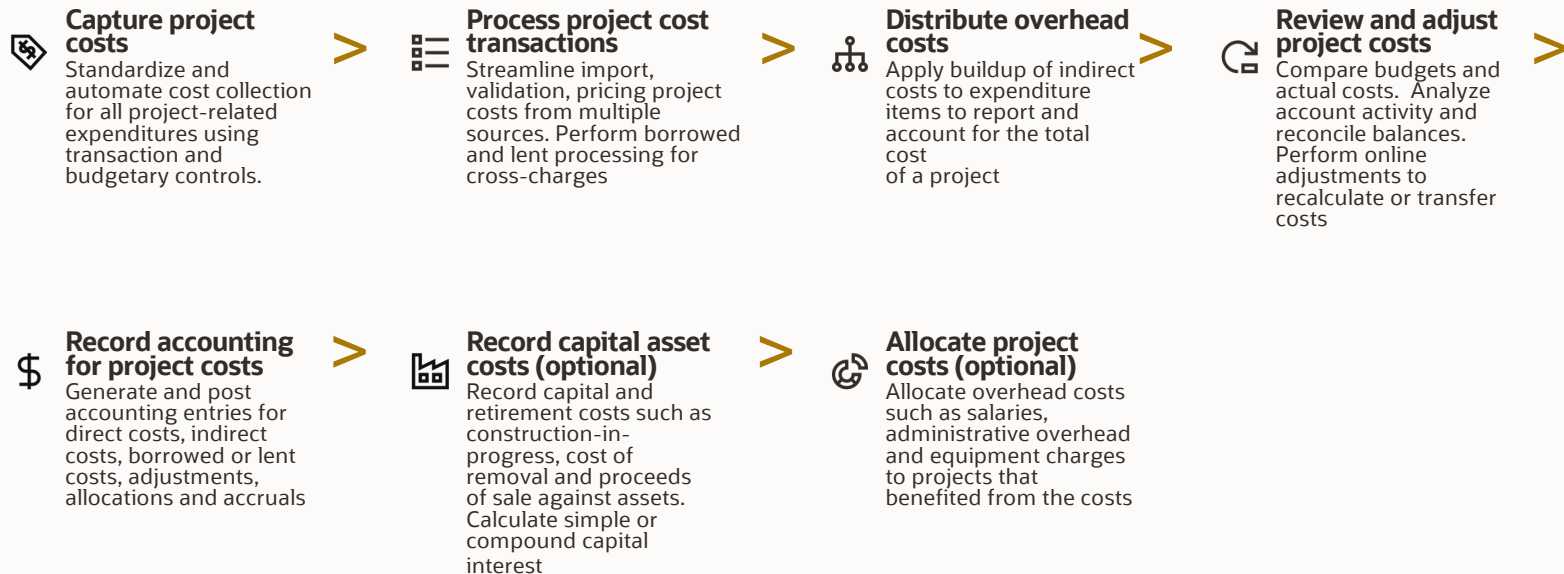
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Corporate Project Expenditure to Cost Control

Healthcare Payer



Product Mix: ERP Cloud (Project Management, Financials)
Popular KPIs: budget variance, planned value, cost performance index

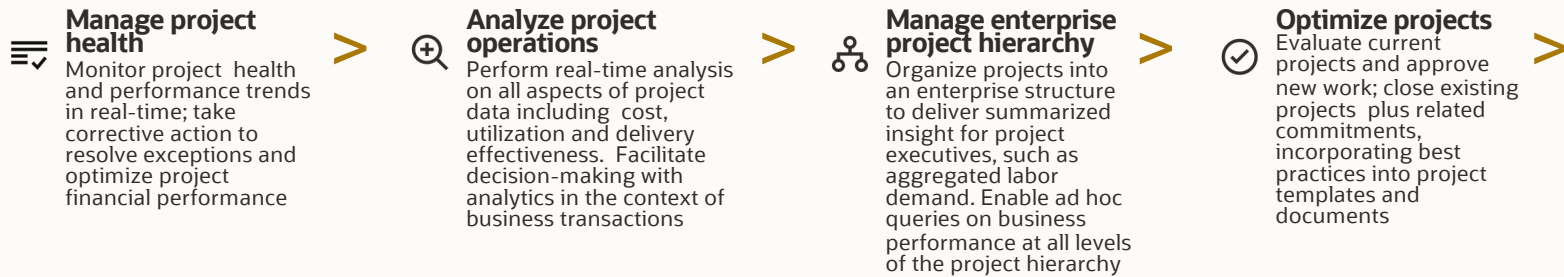
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Analysis to Corporate Project Optimization

Healthcare Payer



Product Mix: ERP Cloud (Project Management), EPM Cloud (Planning)
Popular KPIs: project ROI, budget variance, no. of change requests



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Modern Best Practice for Healthcare Payer – HR and Talent Management



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Recruit to Onboard

Healthcare Payer



Product Mix: HCM Cloud, EPM Cloud
Popular KPIs: Time to Hire, # of Conversions of Channel X,
Rate of Acceptance, % Employees Trained, Retirement Rate

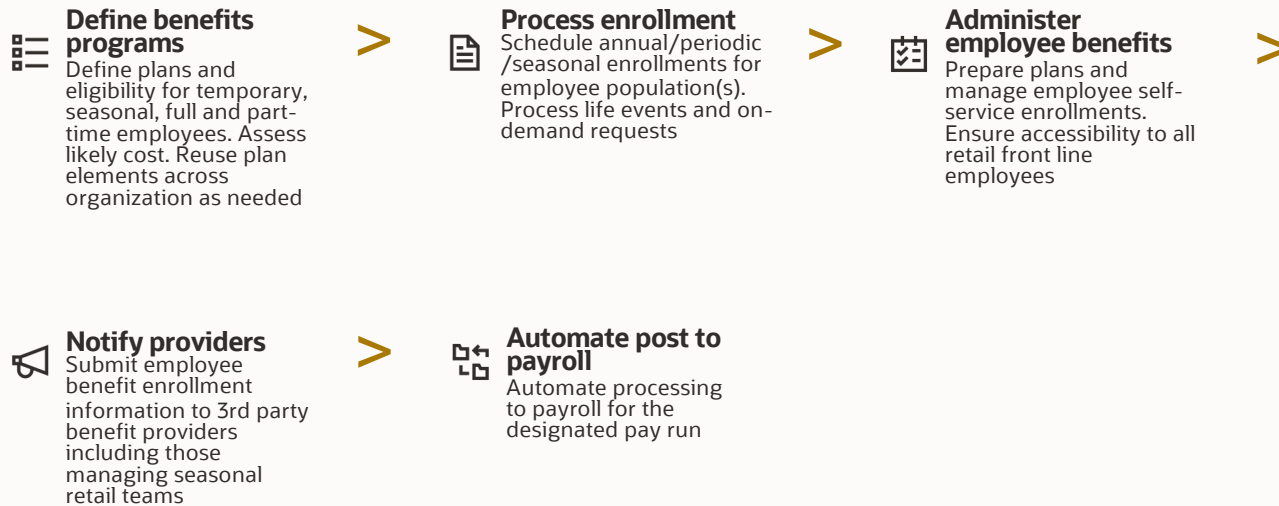
Cloud Mobile Analytics Social AI/ML Big Data



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Benefits to Payroll

Healthcare Payer



Product Mix: HCM Cloud
Popular KPIs, Salary Competitiveness Ratio, Cost/Employee,
HR-to-FTE Ratio

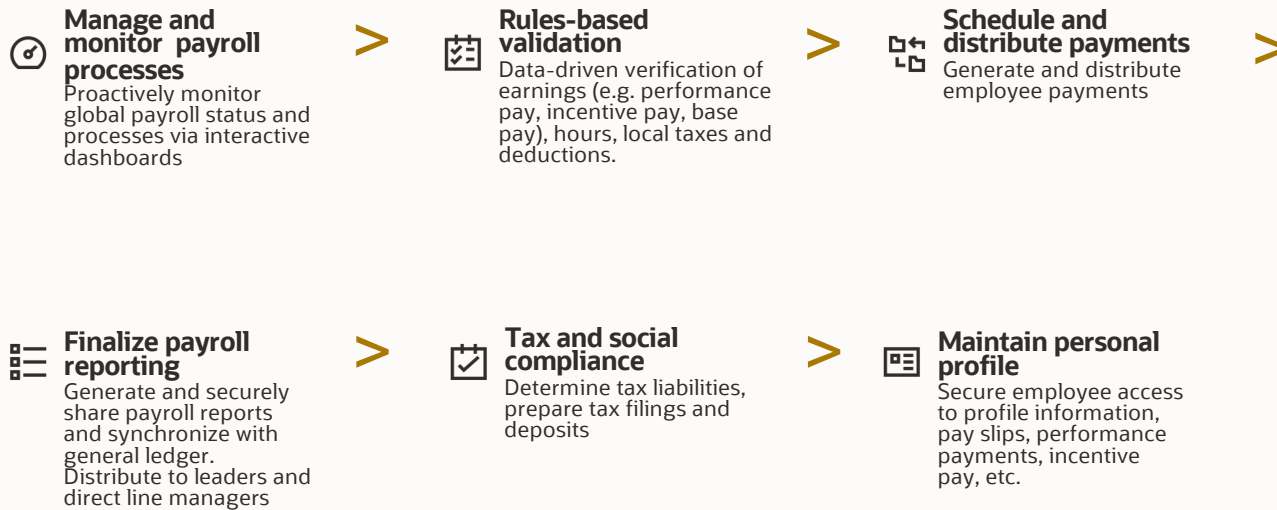
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Oracle Modern Best Practice

Payroll to Payment

Healthcare Payer



Product Mix: HCM Cloud
Popular KPIs: Cycle Time To Process Payroll, Ratio of Salary
Competitiveness, % of Cost of Workforce

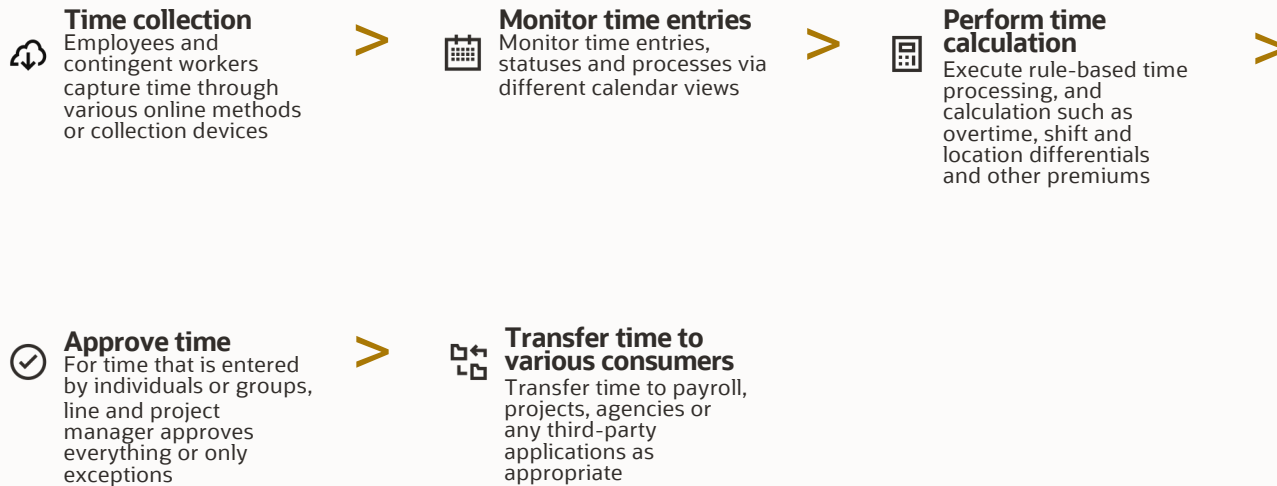
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Oracle Modern Best Practice

Time Collection to Payroll

Healthcare Payer



Product Mix: HCM Cloud
Popular KPIs: Cycle Time To Resolve Payroll Errors, Rate of Absenteeism, Rate of Approvals, % of Vacation Days Used

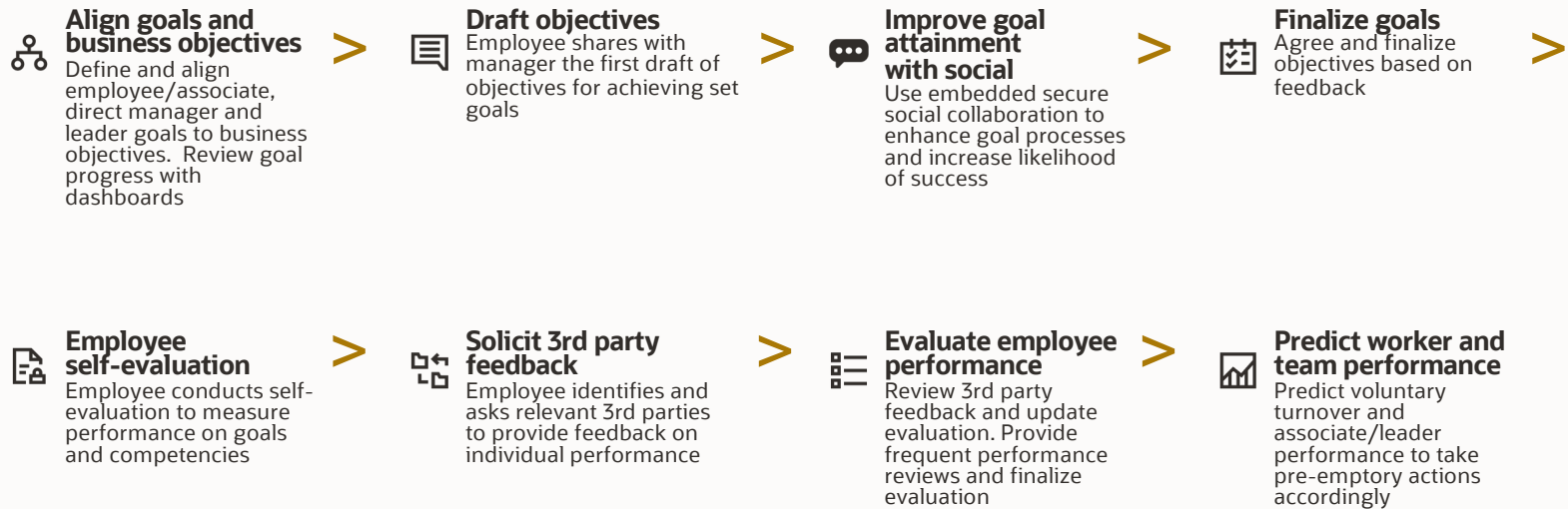
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Oracle Modern Best Practice

Goal Setting to Performance

Healthcare Payer



Product Mix: HCM Cloud
Popular KPIs: Rate of Internal Job Hires, % of Workforce Below Performance Standards

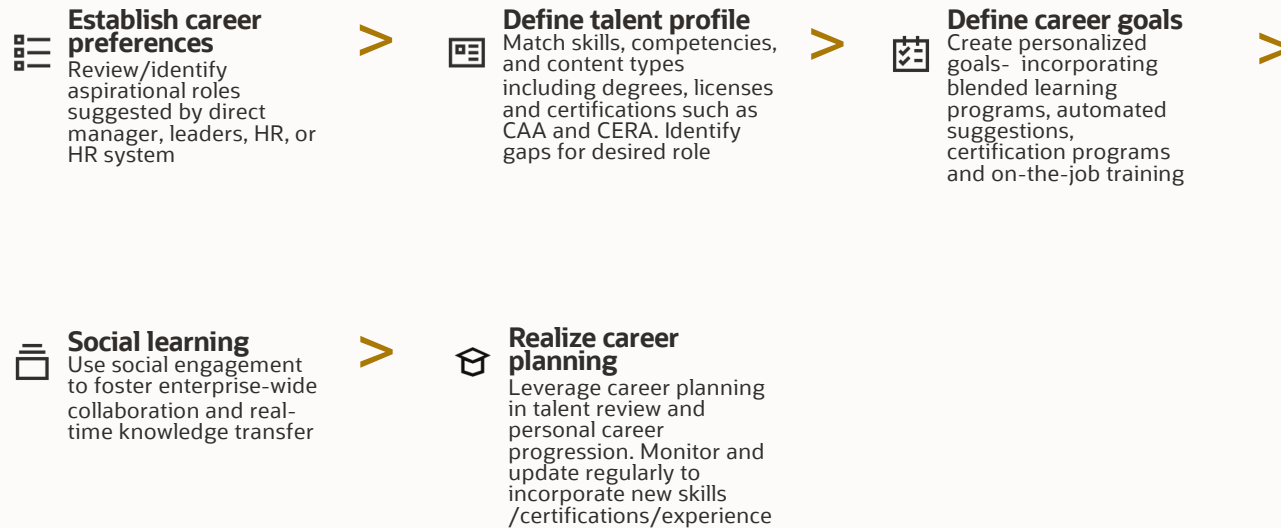
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Oracle Modern Best Practice

Career Planning to Development

Healthcare Payer



Product Mix: HCM Cloud
Popular KPIs: % Employees Trained, Pre/Post Training %

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Talent Review to Succession

Healthcare Payer



Product Mix: HCM Cloud
Popular KPIs: Internal Promotions vs. External Hires, Average Age of Retirement, Turnover Rate For Highest Performers

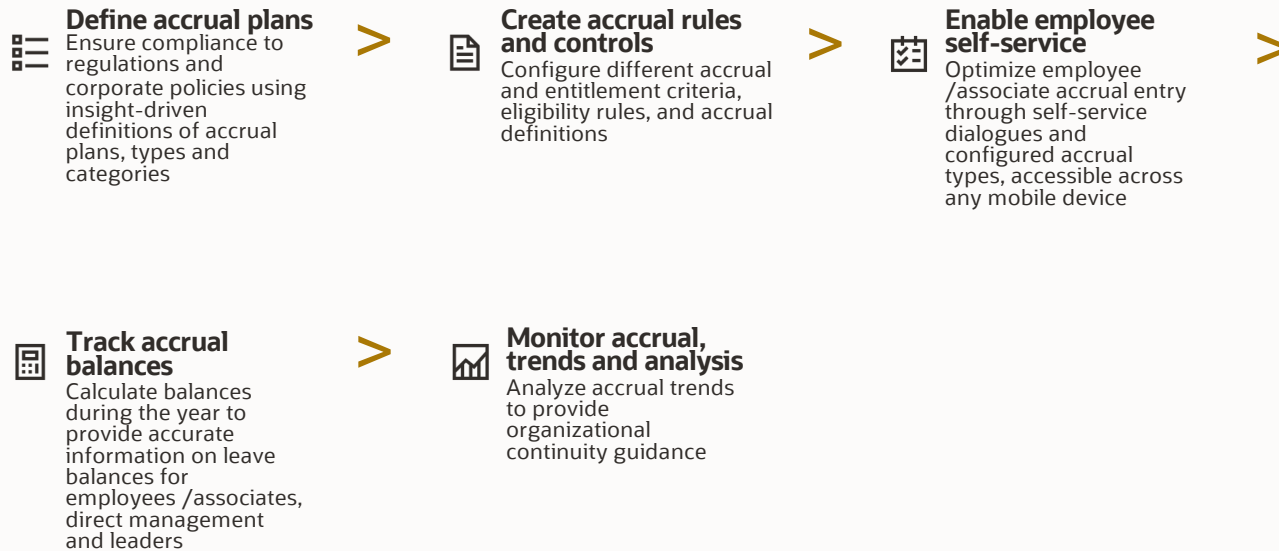
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Accrual Planning to Continuity

Healthcare Payer



Product Mix: HCM Cloud
Popular KPIs: Rate of Absenteeism,



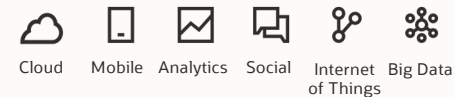
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Employee Insight to Work-Life Alignment

Healthcare Payer



Product Mix: HCM Cloud
Popular KPIs: Percentage of Vacation Days Used, Employee Satisfaction Index,



Oracle Modern Best Practice

Employee Separation to Workforce Analysis

Healthcare Payer



Product Mix: HCM Cloud

Popular KPIs: Average Tenure, Retirement Rate, Attrition Rate, Diversity Rate, Number of Contractors, Voluntary Termination Rate,





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