

ORACLE  
Financial Services

# Oracle Revenue Management and Billing for Healthcare Payers

Volume 4



# Business Issue

## Managing Customer Preferences of Employer Groups

More than 50% of the American population is covered by employer sponsored health insurance, which accounts for nearly 45% of the healthcare payers revenue. There is a lot at stake for the payers and exceeding expectations of the corporates is their prime focus. Corporates varies in sizes, they could be local, regional, or nationwide. With these diversities, the expectations and modus operandi of managing employee policies and benefit programs are distinct. The payers should have the right tools and techniques to manage such diverse processes for payments, detail billing, or delinquency management.



### Handling delinquency can be a double-edged sword for healthcare payers

A healthcare payer can save time and money by reducing delinquent payments. However, this can be a complex situation for them as they can neither deviate from regulations nor enforce legal actions on employers unless necessary. Thus, handling delinquencies costs huge time and effort apart from money spent for continuous follow-ups and communications between the parties. Managing delinquent accounts effectively, can save a significant sum for the payers.

However, payers must tread with caution while handling delinquent employer groups, especially large groups. Before taking aggressive steps such as plan cancellation or collection referral, payers can evaluate several options to maintain the relationship and recover the monetary dues. If the group has been a business associate for a long time, payers need to liaise and understand if they have problems with cash flow. Accordingly, they can offer payment plans like 'Payment Agreement' and 'Promise-to-Pay', which are designed for such situations in the Oracle Revenue Management and Billing (ORMB) solution. These plans can help the payer carve out a payment plan for the group in a way that is acceptable to both parties. This includes a payment schedule with agreed payment amount and payment dates and choice of payment options viz. auto-pay, cash, credit, and so on. Additionally, a debt tracking process can help send reminders and alerts via email or letters to the group to ensure timely payment. Moreover, especially for groups, facilities to help relationship manager convene easy debt resolution are necessary.

The collection process should be the last resort the payer should turn to in case all other efforts have failed for debt collection.

Covid-19 has brought insurance companies face-to-face with some unprecedented challenges, one of them being defaults by employer groups, particularly the vulnerable ones. The groups account for a significant portion of annual premium revenue. The challenge of debt collection for insurance companies lies in managing collections without jeopardizing the customer relationship.

### Leverage technology to help employer groups

Technology can help the payers manage such situations with the right selection of tools and processes. The right tool can free up the administrative burden from the health plan by providing configurable templates, events, flexible rules to switch, configurable trigger date calculation, scalable payment arrangements, etc. The pandemic exposed the vulnerable side of employers in managing healthcare costs, which is putting pressure on the payers to stretch their resources to support them. Thus, the payers should have the right tools and processes in place, which provide flexibility, configurability, and scalability.







# Spotlight

## Calling for Automation of Revenue Management

The era of information technology has driven industry towards the usage of software to automate processes though there are still many organizations that are relying on manual processes. We at Oracle aim to plug all such loose ends so that the entire revenue management process should be automated with appropriate checks and balances in place.



A few processes such as payment distribution among different bills within an account still require manual intervention. Payment allocation among multiple billing entities under a franchisee and all open bills across these entities is another such example. Oracle Revenue Management and Billing can solve this problem and soon users will not need to decode a payment and create a file for payment upload. Payment at the account level or the consolidated invoice level from bank files will be automatically processed by the system.

Individual subscriptions are in millions and even if there are 5% cases of overpayment or underpayment, managing refunds and write-off of such huge volume requires huge manpower. Oracle Revenue Management and Billing can offer a capability enabling systems to initiate refunds and write-offs systematically within the boundaries of all thresholds and approvals.

Retroactivity is very common in healthcare and for a few customers, correction charges are significant, which they might want to utilize for settlement of dues. Hence, Oracle Revenue Management and Billing enables offset management to allow correction charges whether the bill is in debit or credit.

There are many such loose ends that we are trying to close and provide systematic processing to automate end-to-end revenue management.





# Product Updates

## Oracle Revenue Management and Billing for Healthcare Payers Release 3.2:

Through this release, ORMB enables enterprises to execute business processes quickly, accurately, and conveniently. Enterprise can reduce rigidity & disconnect in existing processes to move to more agile, swift, and brisk executions, thereby reducing unnecessary overheads and enabling faster revenue recognition.



### Key Updates:

- **Re-Designing of Payment Distribution Processing (PUPL Batch Execution):** To process the huge volumes of large groups. This is now converted into a three-step process. The first step is payment creation and distribution calculation, second step is payment segment creation, freeze, and frozen FT creation, and the final step is payment completion. Additionally, this batch is tweaked to allow processing by division code.
- **Re-designing of Audit Event Pricing:** On the pricing front, the audit event batch C1-AUDEV batch is split into two batches. The new batches C1-FIMRE and C1-FIMRC are developed for processing the audit events for fully insured pricing rules. C1-FIMRE is multi-threaded at the membership level to improve performance. Hence, the processing logic to create the repricing entity detail records for the eligible memberships will perform better when their memberships are impacted due to addition of pricing rules.
- **Performance Tuning of ASO Accumulation Batches:** The existing batches C1- BCSSL and C1-BCASL batches are transformed to new batches C1-CMSSL and C1-CMASL. Because the new batches are threaded at the transaction level, they will be better equipped to find the billable charges and update the transaction legs.
- **Product 360 View:** Users can now see the entire product & health plan data in a single dashboard on product 360 view. They can easily search for product & health plans using multi-parameter criteria and can navigate to a particular product or health plan.

- **Hold Request Management:** This feature is enhanced to allow easy search of accounts using multi-parameters and to put one or multiple processes on hold. Now, a user can put a refund process also on hold. A REST-based API have also been introduced to allow users to manage hold request from anywhere and anytime.



## Oracle Revenue Management and Billing for Healthcare Payers Release 3.1:

Through this release, Oracle Revenue Management and Billing enables enterprises to drive process improvement and reach their desired state by aligning pricing & billing strategies and bridging the process gaps. Enterprises can reduce pricing and billing complexity, develop better diagnostics, adopt smarter intelligence, gain resilience, reduce overall administrative cost, and ensure business agility.

### Key Updates:

- **Rate Lock/Rate Guarantee:** This feature allows users to set up the rate lock period for a membership or for a set of plans using business rules so that the impacted memberships are not repriced as per new rate structure. This ensures that members get the rates committed at the time of enrollment or renewal for a particular period. It can be provided during multiple periods for a membership.
- **Retiree Management:** Oracle Revenue Management and Billing now supports retiree coverage management wherein group retiree plans or group-sponsored retiree individual plans can be priced and billed in the system. With this capability, now it is easy to calculate employer contribution systematically, which can be either a flat amount or a percentage.
- **Newborn Waiver Enhancement:** The newborn waiver is one of the most sought functionalities offered by payers and Oracle Revenue Management and Billing now supports two key approaches for newborn waiver management.
  - Recording of waiver amount in GL: As part of the newborn waiver feature enhancement, the solution now supports the recording of waiver amount in appropriate GLs for proper accounting.
  - Skipping GL for waiver amount: With mode two, Oracle Revenue Management and Billing calculates the newborn waiver and price membership by the waiver amount, it does not store it in a separate GL.
- **Business Rule Framework Enhancements:** The business rule framework, which was introduced in 3.0 release for individual line of business, has been upgraded. It now has an intuitive UI to add or update the business rule. Apart from that, binder management functionality is now integrated with the business rule framework. This makes it easy to define binder payment rules at a global level.
- **ASO Member Movement Across Bill Groups:** This feature ensures that when a member moves from one bill group to another under an ASO parent, the member continues to accumulate stop-loss seamlessly; provided the deductible remains the same for the bill groups. Stop-loss credits could be shared by bill groups based on two methods: weighted distribution and allocate on current bill group.
- **Mass payment transfer:** Considering that there are frequent cases of payment transfer across multiple accounts, Oracle Revenue Management and Billing now allows users to use facial recognition technology for mass payment transfers. Using this, users can upload one single file with multiple payment transfer requests from one account to another and Oracle Revenue Management and Billing will process all the requests in one single process.







# Industry Bytes

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Read us below.



## Release Documentation Library

[Oracle Revenue Management and Billing Version 3.2 Documentation](#)

[Oracle Revenue Management and Billing Cloud Services Documentation](#)

## Thought leadership, Collaterals and More

Refer to our product datasheet, brochure, infographics, e-books and videos to learn about Oracle Revenue Management and Billing

[Solution Page - Oracle Financial Services Revenue Management and Billing](#)

[Product Page - Oracle Insurance Revenue Management and Billing for Healthcare Payers](#)

[White paper - The Case for Modernization of Enrollment and Billing Capabilities](#)

[Datasheet - Oracle Insurance Revenue Management and Billing for Healthcare Payers](#)

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## ORACLE CORPORATION

Worldwide Headquarters  
2300 Oracle Way, Austin, TX 78741, USA

Worldwide Inquiries  
TELE + 1.737.867.1000 + 1.800.ORACLE1  
[oracle.com](http://oracle.com)

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