

Oracle Health Insurance Data Exchange Cloud Service

The U.S. Healthcare industry is facing increasing demands to simplify processes, cut costs, and become more efficient. In response, healthcare payers are looking for ways to reduce administrative overhead and streamline their complex interoperability requirements. Upgrading the core administration platform only solves part of the problem. Payers still have their core systems connected to outside partners using a myriad of legacy integration solutions that require frequent maintenance and it is a constant challenge to meet evolving data exchange, scalability, and security needs.

Take the example of enrolling members into a health plan, which is the first interaction between members and payer. Payers need the ability to accept member enrollment data, either through standard or customized EDI (Electronic Data Interchange) protocols, or through unique, proprietary formats. This information is sent to the payers by many different trading partners, including employer groups, government agencies, such as Centers for Medicare and Medicaid Services (CMS), state Medicaid agencies, health insurance exchanges, and brokers. Onboarding these new partners and implementing and maintaining their disparate data formats is a constant struggle for payers. It requires costly IT projects and significant lead time to make changes to legacy integration solutions built on outdated technology and custom applications. Given the legacy nature of these processes, payer's business operation teams are constantly challenged with getting real-time status of these data exchanges and addressing errors promptly. To fully realize the benefits of core modernization, payers need a solution that can simplify and automate the exchange of health insurance data with their trading partners.

Oracle Health Insurance Data Exchange Cloud Service (DECS) is a next-generation cloud service built on AI-powered Oracle Cloud Infrastructure and designed to meet the specific integration needs and challenges of the

Part of a suite of healthcare payer solutions

Oracle Health Insurance Data Exchange Cloud Service (DECS) is one component of Oracle Health Insurance (OHI), a product portfolio that manages all lines of business. Deploy a single component alongside current core systems or deploy multiple components pre-integrated with OHI.

Key Benefits

- Simplify and automate data exchange operations
- Empower business-users, reduce IT dependency
- Improve speed to market
- Secure and scale your business

health insurance industry. With DECS, you get a secure, scalable, and future-proofed data exchange platform powered by Oracle Autonomous Database and the latest Oracle technology stack.

Empowering business users to design your data exchanges

DECS includes native support for the U.S. Health Insurance industry standards such as HIPAA X12 EDI, which enables payers to start exchanging operational data with their trading partners in both batch, as well as real-time modes, immediately upon signing up for DECS. In addition to these standard formats, DECS also supports non-standard formats (e.g., CSV, XML) in both batch and real-time modes. DECS has predefined process flows to intake various types of health insurance data and has pre-built integrations with Oracle Health Insurance Policy and Claims Administration Cloud Services. With out-of-the-box capabilities to support standard processes, business users can immediately onboard new trading partners using these industry standard data formats and initiate data exchange with no lead time required for configuration. For custom formats or variations of industry standards, our solution provides an intuitive user interface with drag and drop functionality, enabling users to take built-in standards and modify their mappings to satisfy the needs of the new exchange without costly IT coding projects.

DECS includes industry required data validations along with the built-in industry standard data formats (HIPAA SNIP level 1 and 2 validations for HIPAA X12 EDI). In addition, the business user can set up custom data validations specific to a line of business, a trading partner agreement, or one specific exchange. The solution provides users the ability to define new exception codes, define the severity, and create underlying custom data validation rules and edits using Friendly Enough Expression Language (FEEL).

Automated data processing and human workflow

When processing incoming data, if any of the built-in or user-configured validations or edits fail, DECS will log them as exceptions against those transactions and provide access to the data in an easy to use dashboard. Users can setup processing threshold conditions based on the number of these exceptions in the designer console to stop automated processing of files and put them into a pending status for human user review.

Using DECS human workflow – a graphical user experience with click and drag features, business users can design different types of tasks that should be routed to a specific user group for manual handling. Users can add conditions to ensure only specific tasks, satisfying those conditions get routed to configured user groups.

Key Features

- Built-in support for standard data exchange formats (EDI, CSV, XML)
- User friendly data mapping
- Create your own data validation rules and edits using FEEL expressions
- Configure thresholds to put files into pending status
- Create human workflow tasks and route them to user-configurable queues to handle exceptions
- Seamlessly integrate with OHI components

Key Functions

- Intake and process operational transactions
- Map, transform, and enrich incoming data
- Apply data validation rules
- Pend files exceeding exception thresholds for user review
- Send transformed data to core administration systems and partners
- Monitor end-to-end data processing

The DECS Operations Workbench monitors and logs the progress of incoming and outbound files enabling users to see the data exchange processing in real-time. The dashboard (refer to figure 1 below) shows recently processed incoming and outgoing files along with their status dispositions and the number of transactions processed from them. If or when exceptions occur, the user has the ability to drill down to the individual transaction level to assess the situation and decide on a course of action.

Business users have access exception workflow tasks in the Operations Workbench, which give them visibility and tools necessary to perform their job on one single platform. DECS allows business users the choice to accept or reject incoming files that fail threshold conditions (refer to figure 2 below), and edit and re-validate individual transactions. The remediated transactions are then routed to their outbound destination automatically.



Figure 1: DECS Operations Workbench Dashboard

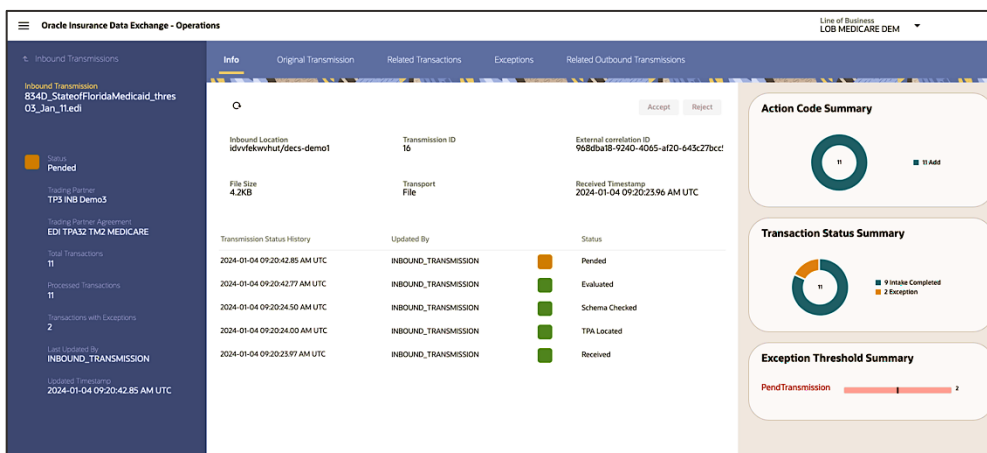


Figure 2: DECS Operations Workbench – Pending Transmission Info

Built for the future

Included in our DECS offering is the assurance of built-in industry data exchange standards and formats. DECS subscriptions include updates and maintenance of the latest regulations to keep our customers in compliance with government agency rules and mandates. DECS provides integration with Oracle Health Insurance (OHI) components, connecting inbound data feeds from DECS to OHI core administration seamlessly. As a SaaS offering built on our AI powered Oracle Cloud Infrastructure, DECS enables customers to onboard new partners and enter new markets faster, manage growing data exchange demands cost-efficiently and securely, while providing visibility into end-to-end processing without having to sponsor costly IT projects.

Legacy data exchange solutions are inflexible, costly, and at compliance risk. They require a lot of IT resources to maintain and support new data sources. For healthcare payers grappling with challenges of legacy data exchange technology and changing industry demands and regulations, DECS is the future-proof platform, delivering turn-key solutions for interoperability, agility, and operational efficiency for the Healthcare industry.

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