

Harvard Pilgrim Health Care, Inc.
Wellesley, MA
www.harvardpilgrim.org

Industry:

Healthcare

Annual Revenue:

US\$2.5 billion

Employees:

1,400

Oracle Products & Services:

Oracle Financials
Oracle Profitability Manager
Oracle Database
Oracle Customer Data Hub

“We faced significant financial challenges and needed to integrate our disparate financial systems. Leveraging Oracle Financials, we were able to centralize all customer and financial information and provide detailed reports on reimbursement, which helped to restore trust in the provider community.” – Chuck Sheller, Director of Business Systems Support, Harvard Pilgrim Health Care, Inc.

Harvard Pilgrim Health Care Improves Visibility and Extends Reporting with Integrated Financial System

Harvard Pilgrim Health Care, Inc. is a full service health benefits company, serving members throughout New England. A not-for-profit organization, Harvard Pilgrim offers a wide variety of health insurance options for companies, families, and individuals. The organization’s fully insured or self-insured preferred provider organization (PPO), point-of-sale (POS), and health maintenance organization (HMO) plans are available with multiple variations tailored to the needs of its members and their employers. Harvard Pilgrim received accolades for member satisfaction and quality of care from *U.S. News & World Report*, and distinction for member satisfaction from J.D. Power and Associates.

Challenges

- Integrate disparate financial systems—resulting from rapid growth through several acquisitions—for more visibility
- Enable the organization to record financial information from various systems in a single location
- Accelerate and improve the level of detail in financial reporting to the healthcare provider community, restoring eroded confidence in the wake of acquisitions and operational changes

Solution

- Deployed Oracle Financials and Oracle Customer Data Hub to create a central location for all healthcare member, provider, and financial information
- Eliminated the need for time consuming data re-entry into ledgers and line-by-line reconciliation—accelerating close periods and reporting, and reducing the amount of administration time required
- Reduced monthly financial close cycle by 30 days and extended visibility into the company’s financial position
- Provided the ability to quickly consolidate and compare data between the company’s general and provider ledgers, and reconcile the information to ensure that all data is accurate
- Enabled the organization to quickly provide detailed reimbursement reports to healthcare providers, which helped to restore the confidence of the provider community
- Reduced IT costs by running Oracle applications and Oracle Database on Linux, allowing the company to take advantage of lower cost hardware