

CONNECT WHERE FRONT OFFICE MEETS BACK OFFICE

ORACLE HEALTH INSURANCE
CONNECT SUPPORTS THE
FOLLOWING:

- incorporation of policy updates created in external applications (for example, Oracle Health Insurance Self Service) into Oracle Health Insurance Policies
- incorporation of new policy applications into Oracle Health Insurance.

Oracle Health Insurance Connect provides an interface for processing externally entered policy updates in Oracle Health Insurance Policies.

Interface

Oracle Health Insurance Connect uses standardized XSD messages. The interface is suitable for processing various types of transactions, such as:

- applications for a new policy
- payment data updates for a policy
- policyholder changes
- yearly deductible adjustments
- insured product changes
- additional entries
- membership terminations
- broker changes
- collective agreement changes
- contract type changes — for example, from individual to collective agreement.

When a message is processed, the current policy situation and the corresponding customer data are taken into account. For example, when a new policy application is made, checks are performed to establish whether the customer is already registered in the central customer management system. If this is the case, the customer data being supplied is compared with the existing data and updates are performed if necessary.

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