

ORACLE
Financial Services

Oracle Revenue Management and Billing (ORMB) for Healthcare Payers

Volume 7



Business Issue

Kickstart Your Revenue Modernization Journey in 60 Mins

Adopting B2B products is often a challenging process, from identifying the right solution for business workflows to ensuring swift and efficient implementation. To address these hurdles, enterprises increasingly rely on isolated trial environments pre-configured with fundamental administrative and operational settings. These environments enable seamless prototyping and validation of workflows, facilitating a thorough evaluation of new products or features without disrupting daily operations or impacting the existing IT ecosystem.



In today's digital transformation landscape, B2B customers are eager to adopt new products that can replace their existing proprietary systems. Faster evaluation, implementation, and upgrades are critical to successful product adoption.

The evaluation phase is the first and most pivotal step in the adoption process. During this stage, business users can explore and assess the product's features, comparing them with similar solutions. Additionally, this phase provides an opportunity to interact with the product hands-on, enabling users to prototype workflows and validate use cases tailored to their business needs.

With ORMB's new initiative, Kickstart Your Revenue Optimization Journey in 60 Minutes, we offer an easy option to begin your product trial or evaluation in a SaaS environment. This SaaS-based solution includes a predefined package designed to support multiple lines of business, enabling a streamlined and efficient start to your journey.

When this package is installed, it will set up the following in the fresh installed OIRMB environment:

- Basic admin and business configurations, standard for a particular LOB
- Standard templates for uploading business data as well as customer data which can be used for setting desired business workflow.
- A standard set of sample use cases explaining various product features ranging from customer onboarding to payments & accounting. The package comes up with accelerators to upload the business data for these use cases and also helps process the data to set up the use cases in the environment in a few clicks.

With these packages, it becomes a matter of just 60 minutes to set up the environment for the expected Line of business and start a proof of concept or explore the latest ORMB release features.

ORMB framework config tool also provides easy configuration migration from one environment to another, helping easy environment setups. Our guided learning platform embeds computer-based training directly into the user interface to provide just-in-time support.

So, when adopting new businesses on SaaS deployment, apart from other benefits such as low upfront cost, better security etc. you have additional advantages:

- Significantly shortened implementation or configuration timelines
- Reduced implementation cost
- Minimal training for operating the system.

As a result, whether you want POC for a new vertical or to explore the latest ORMB release features, ORMB expedites your product adoption journey.

Spotlight

Reconciliation for Medicare/Exchange and Self Billed Business

Payment reconciliation is a critical and complex process for healthcare insurers, as unresolved payments can lead to significant revenue leakage. In many cases, effective reconciliation is essential to receive and apply payments to billed premiums or fees accurately.



For instance, Medicare beneficiaries who enroll late may face penalties, while some may qualify for Low-Income Subsidies (LIS). Additionally, the Centers for Medicare & Medicaid Services (CMS) may cover Part C and Part D premiums for beneficiaries who opt for premium withholding. CMS provides detailed payment information through MPWR and LIS/LEP reports. Insurers reconcile penalties, fees, or premiums recorded in the responsible party's account with the payment instructions in these reports, applying the corresponding payments.

Similarly, in the Affordable Care Act (ACA) marketplace, consumers eligible for Advance Premium Tax Credits (APTC) pay a reduced premium to insurers. CMS reimburses insurers for the APTC amount, detailing these payments in monthly HIX 820 files. Insurers follow the payment instructions in these files to settle bills for subsidies.

In a self-billed group scenario, groups calculate premiums for their employees and send payment instruction files along with payments to the insurer. Insurers are responsible for reconciling the premiums calculated by the groups, as reflected in the payment instruction files, with those calculated and billed on the insurer's end. Once the records are reconciled, insurers apply the corresponding payments to ensure accurate settlement.

To effectively manage these complex payment reconciliation scenarios, insurers require a robust solution that can:

- Reconcile records: Accurately match bills with corresponding payments.
- Allocate payments: Properly apply payments to specific bills.
- Identify discrepancies: Detect any mismatches between billed and paid amounts and generate the report for business to analyze.
- Resolve discrepancies: Categorized, Investigate and correct errors, whether caused by the insurer or the payor.
- Ensure timely payment: Faster revenue recovery by promptly resolving billing and payment disputes.
- Handle high volume: Efficiently process large numbers of transactions.
- End to End tracking: Discrepancies may require multiple iterations to resolve, and enhanced tracking ensures that the issue is monitored until fully closed.

ORMB offers a powerful, automated reconciliation feature designed to handle large volumes of CMS file data. It allows you to configure specific charge types for reconciliation and payment allocation, ensuring accurate bill closure and discrepancy identification. By automating this process, we streamline revenue recovery operations, boost efficiency, and significantly reduce dispute resolution time. Implementing this solution enables insurers to optimize payment processes, reduce administrative burdens, accelerate revenue recognition, and improve financial accuracy.

Milestone Moments

- ❖ In the last 18 months, we have secured 22 wins across industries. This milestone underscores our commitment of delivering value through innovation.
- ❖ Building on this success, we are thrilled to announce that three of our SaaS customers in the healthcare sector have recently gone live.

Product Updates

Oracle Revenue Management and Billing for Healthcare Payers Release 7.0:

ORMB for Healthcare Payers Release 7.0 is available on both On-Premise as well as CFS: In ORMB 7.0 version, we have introduced a solution for payment reconciliation for Medicare LOB. ORMB also aims to provide standardized solution for FI Group LOB. In addition, enterprises will also have the capability to process return payments systematically.



Key Update:

- **Medicare payment reconciliation:** ORMB is equipped with the capability to reconcile billed line items against payments received from CMS for Medicare business. This feature will help the payers identify the discrepancies promptly and resolve them quickly through the dispute process, ensuring efficient recovery of funds from CMS. The solution also includes the ability to view the reconciliation discrepancy reports at both the file and account levels.
- **Return payment upload to help manage manual returns:** There are frequent cases of Bank/Lockbox return payments due to incorrect information / insufficient funds. To handle such returned payments in a bulk manner, ORMB provides the ability to perform mass payment tender cancellations through the Upload Request feature.
- **Open-ended membership management:** Policies, plans, rates, and memberships are typically open-ended. At the end of the year, policies are renewed, and new rates are applied for the next year. ORMB has been enhanced to manage these open-ended memberships through an auto-renewal process, ensuring seamless renewals and keeping data in sync with source systems.
- **Flat PSPM Rate setup/maintenance:** The release has introduced a new capability to charge a flat administrative fee on a per-group membership basis, calculated as Per Subscriber Per Month (PSPM).
- **Account level delinquency for Direct billed accounts:** The Delinquency Management feature has been enhanced to support account-level delinquency for direct-billed group memberships, improving the tracking and management of

overdue accounts.

• Deprecated components:

- Screens
 - Rate Check, Policy (P&C)
 - Insurance Control Central
 - Collection Control Central
 - Account Current
 - Variance Parameter
- ORMB will not be certified on the IBM WebSphere application server.



Industry Bytes

“2025 ACA open enrollment breaks records”

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“With ACA subsidies set to expire in 2025, millions of Americans stand to lose health insurance”

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“United States Pharmacy Benefit Management (PBM) Insights 2023-2024 & 2029”

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“CMS Releases CY 2026 Advance Notice for Medicare Advantage and Part D Programs”

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“AI set to revolutionize health insurance with personalized solutions”

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“Top 5 Medicare Advantage payers by footprint in 2025”

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Read our latest releases, thought leadership articles and market trends. Learn from SMEs and peers.

Grow your business.



Release Documentation Library

[ORMB Version 7.0 Documentation](#)

[ORMB Cloud Services Documentation](#)

Thought leadership, Collaterals and More

Refer to our webpages, product datasheet, brochure, blogs and e-book to learn about ORMB

Webpages:

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

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

Datasheet:

[Oracle Insurance Revenue Management and Billing](#)

Solution Brief:

[Navigating New Frontiers: Medicare Prescription Drug Billing](#)

[Riding the Wave: Maximizing ACA Market Success with Revenue Management and Billing Solutions](#)

[Oracle Revenue Management and Billing for Pharmacy Benefit Managers \(PBMs\)](#)

E-book and Infographic:

[E-book](#) - Optimize Pricing and Billing for Medicare Plans

[Infographic](#) - Simplifying healthcare for a healthier world

Blog:

[Solve 4 Challenges in the Enrollment and Billing Lifecycle to Improve Member Experience](#)

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