

FINEOS CLAIMS for Dental

In today's customer-driven dental market, both individuals and employer groups are demanding more flexible products and plans. Benefits administrators want the ability to design unique plans to attract employees, and voluntary subscribers want the ability to select individual products and services according to their own needs. Moreover, dental payors are finding they can no longer rely on traditional product categorisations such as preventative, basic and major to design plans.

In this dynamic environment, innovative companies are finding that their ability to remain flexible can differentiate them in the market – today and into the future.

“FINEOS is a very user-friendly, configurable system and offers flexibility, scalability and performance. Ultimately, this application will provide us with a stepping-stone to cost-effectively support our claims processing needs.”

Introducing FINEOS Claims For Dental

FINEOS is working with dental payors to help them innovate the way they do business – empowering them with systems that are flexible enough to easily accommodate changes to product definition, plan design and internal processing policies. **The following are some of the key features and benefits you can expect to achieve with FINEOS Claims.**

Engineered For Flexibility

FINEOS Claims is unlike current claims systems, which are restrictive in their expectation of dental product structure. Flexible rules configuration allows you to change the way dental plans are defined, allowing for cafeteria-style selection and maintenance. These changes can be made quickly and easily at the business level, removing the need for complex code development or cumbersome testing requirements. FINEOS Claims provides you with the capability to take advantage of tomorrow's market opportunities by enabling you to link medical information with dental claims, providing a more holistic view of customers and cases.

Streamlining The Claims Process

Dental claim managers and executives know that a key to improving their operation is reducing the time and costs associated with processing the high volume of claims that pass through their organisation every day.

FINEOS Claims provides auto-adjudication and straight-through processing of common claim types, helping you handle high volumes of claims efficiently and with minimal manual effort.

FINEOS Claims allows you to build your business rules into the claims editing process to automatically pay, pend or deny procedures based on pre-defined criteria.

In cases where claims must be handled manually, FINEOS Claims is rules-driven to enforce best-business practices, routing claims appropriately according to skill and authority level. The solution can be configured easily to check benefit accumulators and policy provisions to determine eligibility. In this way, it can reduce processing time and human error while lowering overall administrative costs.

Optimal Provider Management

FINEOS Claims manages providers and facilities requiring multiple fee schedules, ensuring that claims can be easily and accurately matched against fee schedules and provider contracts. The system provides insight into provider utilisation, allowing management to report on procedures and claims on a per-provider basis.

FINEOS Claims is part of FINEOS' offering of insurance solutions built on the innovative FINEOS Enterprise Platform. This platform is a component-based, rules-driven infrastructure that is web-centric and designed to be delivered in an open Service Oriented Architecture (SOA) for enterprise applicability and reuse.

FINEOS Claims is a modern claims solution for dental insurance carriers, providing the necessary flexibility to capitalise on the changing dental industry. FINEOS Claims has been engineered to deliver all aspects of a total claims solution:

- Fully automated claims and case management
- Integrated customer management
- Comprehensive financial management
- Optimal provider management
- A flexible, modern, rules-driven technology platform

To learn more on how FINEOS Claims can help you capitalise on the opportunities in today's dental insurance marketplace, visit us online at www.FINEOS.com, or contact us at info@FINEOS.com.

FINEOS CLAIMS

Features at a Glance

CLAIMS

Simplified Claim Intake

- Scripted intake process
- Multi-channel, multi-source, including provider submitted
- Scripted, rules-driven workflow to guide intake process
- Secure self-service
- X-ray attachments

Assessment and Assignment

- Integrated policy and coverage determination
- Rules-driven auto-adjudication and decision support

Investigation and Fraud Detection

- Claimant and claim history review
- "Missing tooth" and tooth number matching
- Fraud pattern determination
- Rules-driven predictive analytics

Litigation

- Correspondence generation and tracking
- Compliance management via configurable service level alerts

Cost Containment and Management

- Configurable dental utilisation review rules & parameters
- Fully integrate 3rd party data sources in business processes

Provider Management

- Self-service portal
- Accommodate multi-tiered fee schedules
- Defined multi-tiered service agreements
- Provider network definition and management

COMPREHENSIVE FINANCIAL MANAGEMENT

Payment of Benefits

- One-time and ad-hoc payments
- Back-dated and out-of-sequence payments
- Configurable offsets and deductibles
- Automatic release of orthodontic benefits

Recovery

- Overpayment adjustments
- Multiple payee tracking

Resolution and Closure

- Automatic assignment of random claim audits for quality control

CUSTOMER RELATIONSHIP MANAGEMENT

Employee Dashboard

- Single view of customer
- Real-time dynamic data access
- Work queue
- Reporting access

Customer Attributes

- Communication preference
- Consolidated account relations
- Compliance indicators
- Full account history

Self-Service Portal

- Fully secure
- On-demand notification and claim status

REPORTING

Regulatory and compliance reports

Real-time operational and performance reports

ARCHITECTURE

Single enterprise platform

Flexible product design and delivery

Service oriented architecture

Rules engine

Complete data model

J2EE

Multi-lingual, multi-currency

Insulates users from technology paradigm shifts

WORKFLOW

Support for straight-through processing and auto-adjudication

Fraudulent behaviour alerts based on multiple criteria

Work assignment based on authorities and service levels

Automated rules-driven workflows

Configurable process definition