



FINEOS Billing solution resides on the open core, cloud-based FINEOS Platform, powered by AWS and delivered as a Software as a Service (SaaS) model.

FINEOS Billing

Improve Service Excellence. Achieve Profitable Growth.

FINEOS Billing is a complete software solution designed to support the billing and premium reconciliation processes for Life, Accident and Health insurance products. Purpose built for the Employee Benefits market, FINEOS Billing provides a solution that supports policies at both the group and member level. Its cutting edge, customer-centric design provides the ultimate flexibility needed to ensure premium accuracy and deliver exceptional customer service. With easy access to information that is always available and up-to-date, the FINEOS Billing solution makes superior service delivery possible – every single time.



Billing

Increase Operational Efficiency and Effectiveness

- Unify all billing and reconciliation processes under a single system.
- Configure billing options to provide summary and member premium calculations and support all benefit types and premium rating structures.
- Simplify billing and reconciliation processes with integrated workflows, automated calculations and communications, and consolidated views of all history.
- Support selective prioritization of billing interventions through analytics-driven workflows.
- Generate itemized bill and voluntary payroll deduction report.



Premium Reconciliation Management

Increase Collaboration to Enhance Service Delivery

- View client information instantly thru the Billing Analyst Dashboard's robust search capabilities.
- Improve collaboration with clients and other departments thru shared dashboards to enable interactive reconciliation and collaborative issue resolution.
- Trigger additional review and management of delinquencies and complex premium discrepancies thru dynamic, AI-driven workflows.
- Manage receivables proactively by establishing receivables estimates in advance of the billing period, providing automatic updates and reports.
- Track and manage exceptions more efficiently thru variance monitoring tools.



Technology

Modularized Platform to Increase Speed to Market

- Open architecture with out-of-the-box accelerators to facilitate implementation, including data migration and third-party APIs.
- Architected to run as a standalone solution or as part of an integrated cloud-based platform, including SaaS.
- Highly-configurable, scalable platform to accelerate growth and innovation.
- State-of-the-art, integrated, component-based APIs to support transactions and customer interactions throughout the entire policy lifecycle.
- Trusted and compliant platform to support the most stringent security and regulatory requirements.

FINEOS AdminSuite – the only modern component-based group, voluntary and individual core system for Life, Accident and Health on a single technology platform.



FINEOS AdminSuite – the only modern component-based group, voluntary and individual core system designed specifically for Life, Accident and Health on a single technology platform. Its fully integrated solution provides the functionality needed to meet today's requirements while providing a solid foundation for future innovation.

FINEOS Billing provides a fully configurable, modularized platform to simplify the complexity of billing and premium reconciliation at both the member and group levels for Life, Accident and Health.

Key Features

- Support all core billing functions with configurable billing options that adhere to industry standards
- Easy access to client information through the Billing Analyst Dashboard
- Design flexible billing plans, modes and payers, including multi-pay point billing
- Interactive reconciliation and collaboration between carriers and clients with shared dashboards via the FINEOS Billing Employer Viewpoint
- Rich receivables management capabilities, including pre-billing estimation and automatic adjustments
- Automatically escalate and manage delinquencies, premium variances and exceptions with analytics-driven workflows and reconciliation management tools
- Easy to implement and own, supports full integration with multiple third-party applications

Impact of FINEOS Billing

Outcomes

Increased Customer Satisfaction

- Robust search engines make it easier to find information needed to resolve billing issues
- Increased productivity and faster service delivery from customer-centric views of policy, billing and payment information
- Exceptional service delivered to clients from shared dashboards and interactive self-service portals
- Agent/distributor productivity and overall satisfaction is increased from fewer billing inquiries and faster resolution of issues
- Improved cash flow from proactive receivables management and premium reconciliation

Reduced Costs and Risks

- Increased accuracy and data capture reduces the number of billing related errors and premium discrepancies
- Automated calculations reduce cost, time and errors associated with manual business processes and calculations
- Escalated assignments for delinquencies and complex billing inquiries reduces premium leakage and increases likelihood for successful resolution

- Optimized cash flows with proactive receivables management and instant visibility when updates occur
- Billing team's productivity increased from AI-driven workflows and assignments

Improved Operational Efficiency and Effectiveness

- Decreased cost, time and frustration associated with redundant data entry siloed business processes and systems
- Billing team's productivity improved from shared access to billing information and transaction history
- Enhanced customer service experience delivered consistently by teams through integrated information and role-based portals
- Improved consistency and reduced errors by using shared modules for premium and coverage calculations
- Increased competitive advantage from innovation in billing solutions which are easy to configure and implement

About FINEOS Corporation

FINEOS is a leading provider of core systems for life, accident and health insurers globally with 7 of the 10 largest group life and health carriers in the US as well as 6 of the largest life insurers in Australia. With employees and offices throughout the world, FINEOS continues to scale rapidly, working with innovative progressive insurers in North America, Europe, and Asia Pacific.

The **FINEOS Platform** provides core administration capabilities including integrated disability and absence management (IDAM), billing, claims, payments, policy administration, provider management and new business and underwriting; all of which are configurable to operate independently or as **FINEOS AdminSuite** - the leading Employee Benefits end-to-end core administration suite.

Visit our website: www.FINEOS.com

To learn more about
FINEOS Billing
or to request a demo,
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