

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

FINEOS Provider

Harness the Power of Integrated Provider Information

FINEOS Provider is a comprehensive provider administration and management software solution designed specifically for the unique needs of the life, accident, and health insurance industry. Its integrated approach with FINEOS Claims and FINEOS Payments coupled with its unified, state-of-the-art technology platform, enables carriers to more efficiently and effectively manage the complex process of delivering superior service at the lowest possible cost.



Simplify Provider Administration

Organizes Workflows and Improves Productivity

- Single source of provider information including licenses, credentials, specialties, locations, contracts, service providers, service types, and provider preferences.
- Adds and updates provider information quickly to ensure providers are certified and qualified for the services provided.
- Automatically aligns invoices and payments to service contracts to increase accuracy, reduce claims rejections, and speed up payments.
- Reduces number of upfront approvals on low cost treatments with AI-enhanced decisions.



Improve Claims Outcomes

Integrates Seamlessly with FINEOS Claims and FINEOS Payments

- Provides a consolidated, cross-functional view of claims, payments, and provider information.
- Ensures coordinated care and ongoing collaboration between case workers and service providers.
- Monitors provider performance with AI-enhanced analysis of treatment patterns, procedure profiling and payment trends.
- Detects and prevents fraud with earlier identification of anomalies from integrated information.



Reduce Claims Expenses

Configured for Third-Party Integration and Maximum Flexibility

- Out-of-the-box accelerators for deployment, including data migration tools, to reduce carrier setup requirements and ensure smooth integration with other systems.
- SaaS solution delivered either stand-alone or as part of a complete policy administration or end-to-end platform solution.
- Highly configurable, scalable platform to grow in line with business needs.
- APIs that matter to support transactions for provider and customer interactions throughout the entire policy lifecycle.
- Trusted and compliant platform to support the most stringent security and regulatory requirements.

Key Features

- Register and manage provider records: credentials; services and fees; contracts, payment preferences, locations, service types, and networks
- Robust search engine with comprehensive access to provider, payment, and claim information
- Provider self-service portals
- Automated approvals for low-cost, routine treatments
- Streamlined communications
- AI-enhanced workflows, analytics, and reporting
- Case management frameworks ensure cases are handled in a consistent, high-quality manner
- Modern APIs for digital ecosystem integration

FINEOS Provider Outcomes

Increased Carrier Satisfaction

- Deeper provider relationships through streamlined requests for information, automated approval authorizations, invoicing, and payment processes.
- Increased carrier's ability to track and manage provider performance.
- Claims paid faster with integrated provider authorizations, invoicing, and payments.
- Improved patient outcomes from collaboration between service providers and case managers.
- Quicker response to changes in the market.

Reduced External Claims Management Expense

- Improved negotiation effectiveness from provider information insights.
- More informed decisions from expanded analytical capabilities by service type, geography, provider, and practice patterns.
- Reduced outside claims expenses associated with commercial mapping software to locate service providers.

- Reduced potential for fraud with earlier identification of abnormalities in practice and payment patterns.
- Ensured consistency in provider expense management at the local level.

Improved Operational Efficiency and Effectiveness

- Reduced time and costs associated with service inquiries and requests for information.
- Less time spent tracking information and on manual reconciliations.
- Reduced duplication of provider information from online validity.
- Lower administrative costs and less time spent ensuring provider information is accurate and up-to-date.
- Decreased potential for payment errors and information discrepancies.
- Increased consistency in communications and workflows from user-configured business rules.



The FINEOS Platform

FINEOS Provider is supported by the FINEOS Platform which is purpose-built for the Life, Accident and Health industry and the Employee Benefits market to seamlessly support insurers, employers, and employees on their insurance journeys. It is deployed as an end-to-end core solution or as components for incremental transformation on secure, scalable SaaS cloud technology.

About FINEOS Corporation

FINEOS is a leading provider of core systems for life, accident and health insurers globally with 7 of the 10 largest employee benefits insurers in the U.S. as well as a 70% market share of group insurance in Australia. With employees and offices throughout the world, FINEOS continues to work with innovative, progressive insurers in North America, EMEA, and Asia Pacific.

Visit our website: www.FINEOS.com

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