

COURSE OUTLINE – (FTB-P-001)

PAYMENTS MANAGER INTRODUCTION

About This Course

The **Payments Manager Introduction** course demonstrates how to process FINEOS claims payments from the end-user perspective.

Course Objectives

After completing this course, trainees will understand how payments are created for the following FINEOS payment types:

- Ad Hoc Dues
- Single Due Payments
- Recurring Payments

Who Should Attend?

Candidates who are familiar with FINEOS Claims and require knowledge of processing payments in the FINEOS system.

Pre-requisites

Participants of this course must have previously completed the following FINEOS training module:
FTB-C-001 FINEOS Claims - Introduction

Course Content

Module	Description
Ad Hoc Dues	FINEOS has strategized with its global customer base to design a payment solution to support fast-track, high-volume payments. The Ad Hoc Dues module demonstrates how to process an unscheduled payment in the FINEOS system. This course details how to set up an ad hoc due, define a payee, add adjustments, and process the payment.
Single Due Payments	This module takes the user step-by-step through the process of creating a Single Due Payment. This payment type is typically used for processing unscheduled payments that require the reporting of liability amounts. Single

	<p>Due Payments also support splitting payments between payees, and allow for making those payments on different dates. Trainees see how to report a liability amount, add a payment amount, apply adjustments, and add additional payees before processing payments.</p>
Recurring Payments	<p>FINEOS's sophisticated solution to managing scheduled payments is known as recurring payments. A recurring payment is an ongoing payment that is scheduled to be paid over a period of time. FINEOS has researched and developed a Recurring Payments Wizard, which provides a step-by-step guide to setting up a recurring payment. The innovative functionality of recurring payments supports backdated corrections and allows for the automatic or manual recalculation of payment amounts, while providing the user with an outstanding balance if the amount is overpaid or underpaid.</p> <p>Trainees of the recurring payments module will see how the Recurring Payments Wizard is used to set up their benefit payment. This includes how to add payees, set payment dates, frequencies, and apply adjustments before processing payments. Furthermore, this course explores how to reconcile overpayments and underpayments in the FINEOS system.</p>

Format & Duration

Delivery	Lecture Style Presentation	Duration	.5 Days
Description			
<p>Courses in this category take the format of a lecture style presentation i.e. non-practical. They are intended to give participants an overview of a particular capability of the FINEOS product through demonstration rather than participation. The desired effect is for participants to 'SEE' how a particular part of the product works in order to facilitate communication with colleagues.</p>			

For further information, contact FINEOS Global Training Services:

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