BILLING

IMPROVE EFFICIENCY.
LOWER ADMINISTRATIVE COSTS.
INCREASE CUSTOMER SATISFACTION.

With rich invoicing, payment processing and delinquency management capabilities, Visiant Billing automates all aspects of billing operations to significantly reduce time spent on processes, rework and customer service. It provides health plans with a single solution for all Medicare, Medicaid and commercial billing processes that will work for any billing model — including multi-party split billing.

HIGHLY FLEXIBLE

Regardless of group size or benefit complexity, Visiant Billing's self-service configuration enables flexibility in loading premiums at the plan, group and member levels. It's also able to generate invoices for employer groups, sub-groups and individuals. In addition to seamlessly integrating with other Visiant solutions, Billing can work in conjunction with any third-party or legacy system.

In most instances, Visiant Billing can be easily configured without changing the base code. This means that, as market demands and business needs evolve, existing plans, products and networks can be updated by users, significantly reducing maintenance costs. Furthermore, Visiant updates its billing system as upgrades become available so little-to-no effort is required by users.

CONFIGURATION

- Configure and easily maintain premiums for commercial and Medicare lines of business at multiple levels and frequencies using different methods

- Configure employer bills for their groups, including supplemental benefits, from a single source

- Manage delinquent payments with automated delinquency process and reports

GENERATION

- Automate invoice generation, payment processing, payment reconciliation and delinquency processes

- Generate invoices for commercial members at the plan, group or division levels and include past balances

- Generate invoices including past balances, LIS amounts, and LEP for Medicare members by using configured Part C and Part D premium adjustment criteria

PAYMENT PROCESSING AND ACCOUNT MANAGEMENT

- Automatically make retroactive adjustments, including additions, terms and changes to group/division, rate, LIS/LEP, coverage type or age/gender

- Automatically archive, track and access invoice PDFs over an extended period of time

- Search invoice and payment history, and reprint invoices at any time

- Post payments to a specified invoice or remaining balance amount, and reconcile payments and write-offs

- Support auto-payment posting and reconciliations for multiple payment methods

- Gain insight into the entire billing process with comprehensive post-invoice generation reports; configurable daily, weekly and monthly reports; and general ledger reports

- Create a full range of standardized and customized reports at the detail and summary levels, including sales journal, cash receipts and A/R aging, invoice records, and summaries that users can view, search, sort or print

- Improve customer experience with timely, accurate billing

REALIZE MAXIMUM VALUE

Visiant is a resource for Medicare Advantage, Medicaid and commercial health plans and providers looking to maximize opportunities in competitive healthcare markets. Our proven solutions help manage costs, improve agility and increase stakeholder satisfaction for all lines of business.

ADMINISTRATIVE SERVICES:

- Enrollment, claims, and billing
- Contact center capabilities
- Provider payments

COMPLIANCE:

- Legislative and regulatory tracking
- CMS mandated member/provider communications
- Audit support

PORTFOLIO MANAGEMENT:

- Member sales and marketing strategy
- Sales and marketing activities
- Product design and bid-related activities

RISK ADJUSTMENT & QUALITY:

- Prospective and retrospective provider-centric programs
- RAPS/EDPS data submissions
- Robust online reporting and dashboards
- Data-driven Star rating and HEDIS performance analysis

VISIANT™