ASSURANCE

Group Medical Insurance System

EXCEL
TECHNOLOGY

Assurance - Group Medical Insurance System

Fully Compatible with VHIS

Assurance is a group medical insurance administration system that handles all key processes of the entire workflow of medical insurance operations

Assurance is fully compatible to the Hong Kong Voluntary Health Insurance Scheme. Its parameter driven product definitions allow you to define policies which conform to all guidelines and regulations laid down in VHIS.

Assurance provides functions to handle all the routine and ad-hoc tasks related to quotation, policy administration and billing / payment process of the group life business.

- Generate quotations with plan and benefit details, annualized rated and premium etc.
- Allow Multiple versions
- Can be in Excel spreadsheet format
- Create and manage policies & medical plans
- Transfer data from old policies automatically or manually
- Generation of new, model, adjustment, manual bills, ASO bills, and provisional bills
- Handle full and partial settlements via Autopay and other payment methods
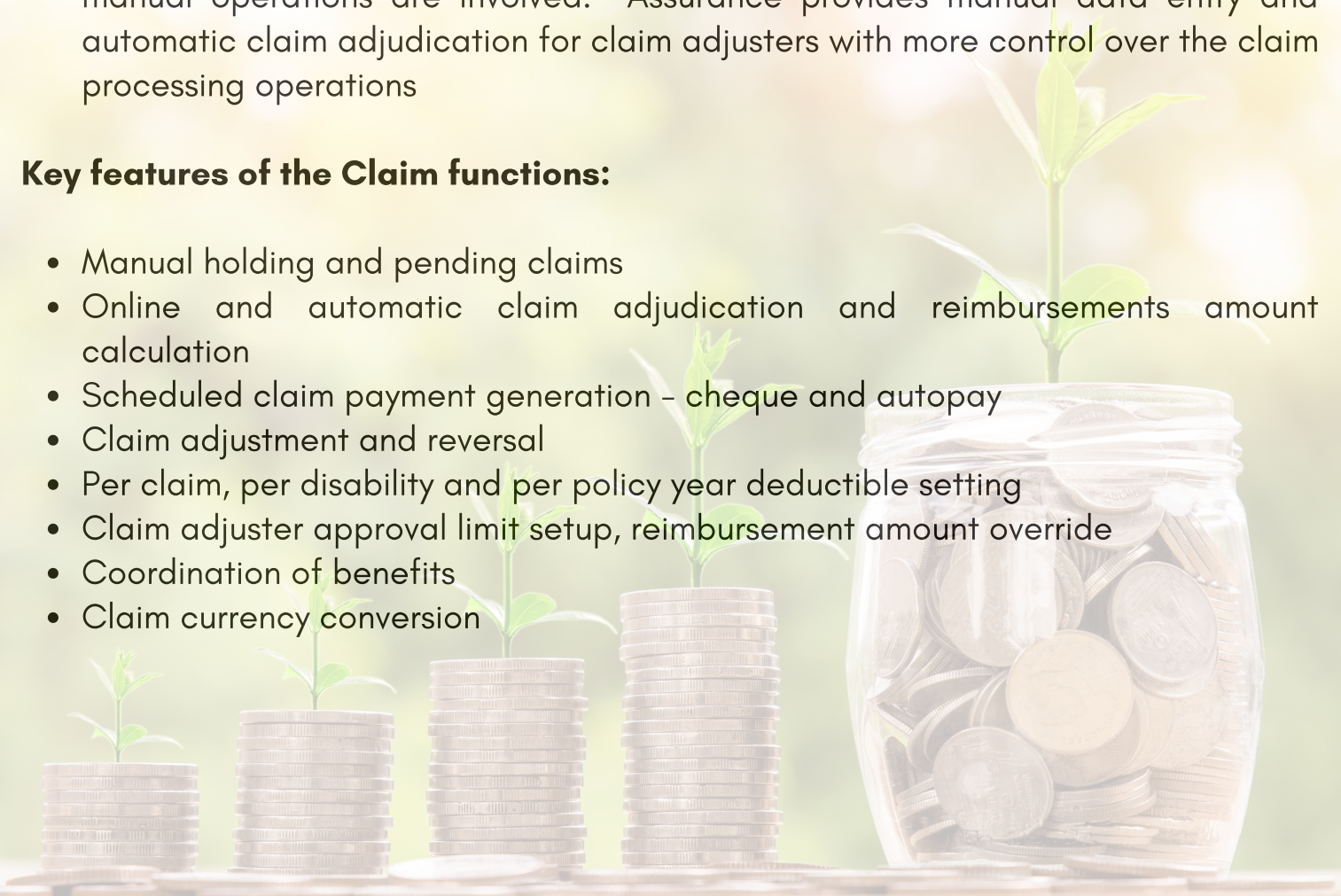
BENEFITS COVERED

- Outpatient
- Hospitalization
- Dental
- Maternity
- Supplementary
- Hospital cash
- Extended medical
- Emergency
- Others

Comprehensive functions to process Claims allow them to be done efficiently and effectively

- Outpatient claims are generally large in number but small in claim amount. Therefore the claims are mostly adjudicated automatically and to be processed in batch

- Hospitalization (Inpatient) claims are small in number and comparatively large in the incurred amount with a more detailed processes are required. As such, more manual operations are involved. Assurance provides manual data entry and automatic claim adjudication for claim adjusters with more control over the claim processing operations

Key features of the Claim functions:

- Manual holding and pending claims
- Online and automatic claim adjudication and reimbursements amount calculation
- Scheduled claim payment generation – cheque and autopay
- Claim adjustment and reversal
- Per claim, per disability and per policy year deductible setting
- Claim adjuster approval limit setup, reimbursement amount override
- Coordination of benefits
- Claim currency conversion

Multi-currency Support:

- Policies (bills), payments and claims can be in different currencies and Assurance converts them into local currency for adjudications and reimbursements

Extensive Reports:

- Over 60 reports of premium statements, notices, statistics and control reports on billing, administration, claims, and accounts

Security Controls:

- Function and screen level security controls provide system administrators flexible controls over users' access rights