

PRODUCT OVERVIEW

Billing

Capture additional premiums by making it easier to pay the correct bill the first time. Optimize operations to reduce support costs, while delivering a delightful member experience. Have confidence in billing solutions built specifically for payers.

Get paid sooner

User-friendly payment portals and mobile experiences allow members and group administrators to easily manage recurring or one-time payments. Improve member experience while reducing support costs.

Tailor billing logic to your plan

mPulse takes adds and terms into account mid-cycle, allows for auto or manual adjustments, and always generates accurate invoices. Insurance-specific logic, such as newborn proration calculation, is built-in. You can tailor those rules to fit your business practices – for example, configure your minimum payment thresholds or turn off partial payments altogether.

Take control with robust reporting

Self-service payment extracts, such as Daily Cash Receipts and Premium Billed Difference, enable you to know exactly where things stand. Member and group reports, such as AR Aging, Roll Forward, and Member Delinquency, allow your billing team proactively identify issues and balance the books.

Feature Highlights

Stakeholders

- Plan
- Employer
- Policyholder
- Broker

Invoicing

- Invoice generation & adjustments
- Invoice regeneration
- Invoices & notifications via email and print

Payments

- One-time & recurring payments
- Lock box reconciliation
- Interactive voice response (IVR) payment

Account Management

- Adjustments
- Surcharges
- Split payments
- Financial reporting

Electronic Bill Presentment & Payment (EBPP)

- Invoice presentment
- One-time & recurring payments
- Invoices & notifications via email
- Synchronization with system of record

