



Better Outcomes for Insurers and their Clients




The FINEOS Value Proposition

FINEOS Social Insurance Target Operating Model

The FINEOS Platform is more than a software solution. FINEOS supports insurers in the life, accident and health markets to achieve superior service for their customers. Our exclusive pedigree in this market enables FINEOS to unlock insurers' potential and achieve value-based outcomes for their stakeholders and themselves.

One of the tools that FINEOS uses to do this is its own Target Operating Model (TOM) specific to the APAC Social Insurance market. FINEOS uses this to define who the end customers are and align the product to support the value proposition to each of the customer segments. This ensures a customer focused, value driven implementation of the software to the insurer's needs.

APAC Social Insurance Target Operating Model

Segment	Express	Assisted	Managed	Lifetime	Monitored
 Value Proposition	When I lodge my claim my insurer will pay for my supports	My insurer or employer will compensate me and when needed assist me in my return to work & health	My insurer or employer will compensate me, and my case manager will support and guide me in my return to work & health	My case manager will work with me to improve my quality of life	My insurer and employer will support me and my family in a non-intrusive manner
 Vision	Claim decision in 3 seconds	Streamline data collection by linking up ecosystem	Case managers focusing only on best outcomes - segment of one	Choice and control for participants	Contact only when required
 Capabilities	Automation, Digital, Audit	APIs to link ecosystem	Case management tools, smart system, customer-centric	Digital, value-based purchasing, participant plans	Automation and self-service

FINEOS Social Insurance Target Operating Model (continued)

The TOM and other supporting tools will be used in implementations for APAC Social Insurers to ensure that this focus is maintained during the implementation and realised in the end result. The table on the previous page articulates the different segments, the value proposition and vision for each segment and the FINEOS Platform capabilities required to deliver on those.

The Express, Assisted and Managed segments provide efficient service for stakeholders through automation, self-service digital channels and ecosystem integration. FINEOS automates the low-value, high-volume tasks that take so much of case managers' time, like invoice adjudication, pre- and post-earning entitlement calculations, eligibility prompts, and required follow-ups. Claim information and evidence-informed profiles can automatically generate approved supports for immediate treatment. The FINEOS Platform APIs share rich data and functions securely and privately with all stakeholders.

The Managed and Lifetime segments underpin a culture of person-centric case management. Case managers can concentrate where they matter most – on customer outcomes. Portfolio sizes are more manageable and the tasks are value add such as early intervention with high-risk customers, defining personalised care plans and collaborating with providers and employers where alerts have been triggered. FINEOS services capabilities allow insurers to pilot alternate provider payments models while this strategic area is evolving.

The FINEOS Ecosystems Hub

The FINEOS ecosystems hub is currently being used to integrate the APAC social insurer ecosystem with proof of concepts completed with Lantern Pay, UHG and various Claims Rules Engines.

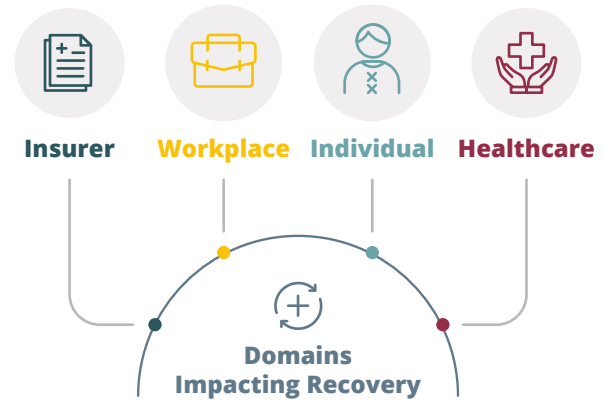
Pre-configured integrations connecting FINEOS Clients to market leading support services, powered by the FINEOS Platform.

Medical & Wellness	Claims Rules Engines	Payments & Taxation	Predictive Modelling	Relationship Management	Risk Management	Productivity
						
						
						
						
						
						



Improve Return to Work Rates with FINEOS

FINEOS believes core systems can assist in realising the benefits of a psychosocial approach to return to work strategies. FINEOS supports case managers with system capabilities including needs identification, recovery planning, service provision, payments and recovery analytics.



System approaches which prevent or lessen psychosocial factors can reduce work disability and associated costs by 25–50%*

	Screen	Assess & Refer	Collaborate	Treat & Pay	Monitor & Support	Analyse	
	Early claimant triage and initial notification of potential psychosocial risk factors using digital channels.	Initial and continued assessments including psychosocial risk factors to inform recovery support. Automated referral pathways.	Enabling multi-disciplinary teams across stakeholder domains to effectively work together for claimant recovery.	Predict, request, approve, bundle and pay for services. Business logic-driven payment calculations.	Tracking of critical recovery and business metrics. Benchmarking recovery, care and support functions.	Leverage data assets to improve performance and decision making. Operationalise insights. Hypothesis testing.	
Integrated Capability	FINEOS CARE PLAN: Personalised Recovery Management						
	Notifications / Information Gathering / Assessments						
	Milestones / Goals / Actions / Outcomes Tracking						
	Case Conferencing / RTW Services						
	FINEOS PROVIDER MANAGEMENT						
	Service Profiles						
	Service Requests / Approvals / Decisions						
	Cost of Claim						
					Digital Invoicing	FINEOS INSIGHTS	
					Payments Engine	Dashboards	
						Industry Benchmarks	Statistical Modelling
						Key Metric Tracking	Machine Learning
						Alerting	Data Science
	FINEOS ENGAGE: Digital Channels-Information Exchange						
FINEOS ENGAGE: Ecosystem Integration							

* Wyatt M. et al. It Pays To Care. Bringing evidence-informed practice to work injury schemes helps workers and their workplaces. Royal Australasian College of Physicians, April 2022



The FINEOS pedigree: Singular expertise and experience in Life, Accident and Health

ACC Quote – Client Payments Programme

“Paying our Clients their entitlements is one of our most critical functions. The work completed by the team to move our Income Replacement payments to Eos (FINEOS Claims and FINEOS Payments) with minimal disruption to our clients has been a wonderful achievement. FINEOS have contributed in all facets of the team that have achieved this goal. I look forward to completing the transition to Eos for the other payment types we provide with the same minimal disruption.”


Gabrielle O’Connor
ACC Head of Client Service Delivery


TAC Quote on 2020 Claims Transformation by utilising the latest FINEOS features TAC realised savings of A\$3.4m per annum.


“Early signs of success post implementation are very encouraging, injured clients and service providers are saying TAC has fundamentally changed and they now feel they can access the services they need to get their lives back on track quickly and easily without red tape and delays which is fantastic.”


Bruce Crossett
Head of Rapid Recovery, TAC

Outcomes from using FINEOS Platform

 Customer Outcomes
Faster time-to-decision
Timely and accurate payments
Self-service
Personalised experience
Targeted support
Early intervention for high-risk claims

 Scheme Outcomes
Digital channels, practices, payment, efficiencies
Sustainability
Consistent Practices
Alternative Payment models supported
Operational Efficiencies
Configurable base to react to change

 Employer Outcomes
Assistance with prevention
Employees RTW sooner
Transparency of claims
Digital self-service

 Provider Outcomes
Transparency around supports
Timely and accurate payments
Collaborative RTW plan
Providers engaged in the process

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 US 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.