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# Oracle Insurance Claims Analytics for Health - Functional Description

August 30, 2012

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# 1 Dashboards

## 1.1 Overview

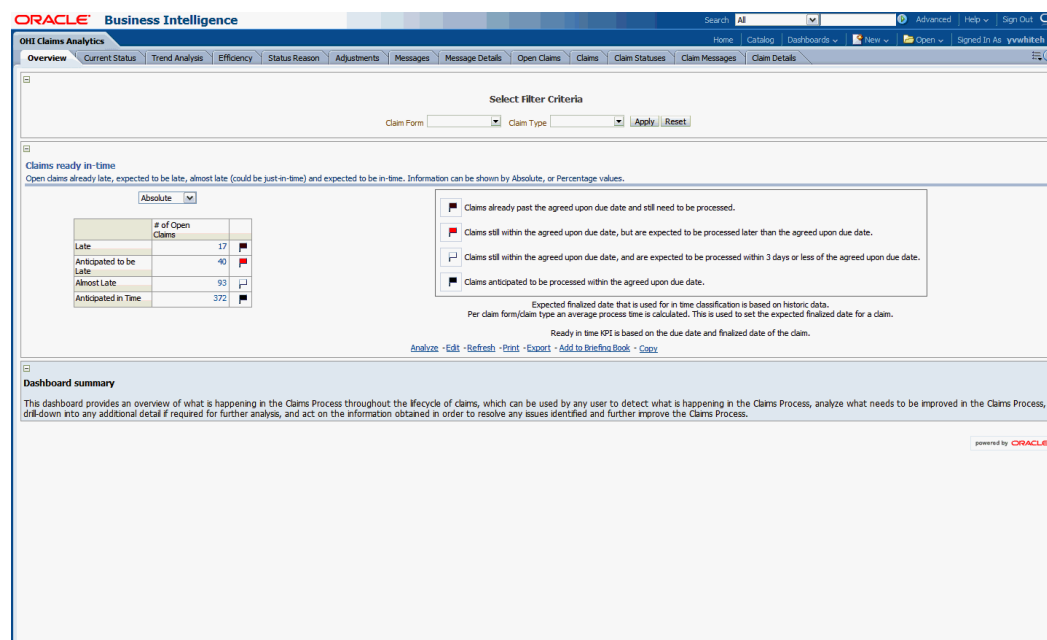
Provides an overview of claims yet to be paid, identifying whether they are to be paid-out in time, or not, and if not how late they are anticipated to be paid.

This section of the Claims Process Dashboard provides an overview of what is the current situation of the Claims Process throughout the lifecycle of Health Insurance Claims. This information can be used by any user to detect exactly what is happening in the Claims Process, analyze what needs to be improved in the Claims Process, drill-down into any additional detail if required for further analysis, and act on the information obtained in order to resolve any issues identified and further improve the Claims Process.

The information shown on this section of the Claims Process Dashboard is to be used for detection level metrics, used to indicate the health of the claims process for a health insurance organization.

A summary of the current status of the Claim Process – Overview is shown, highlighting Claims already late, anticipated to be processed late, anticipated to be processed almost late and anticipated to be processed in time.

The figure shown for the number of Open Claims can be selected for any of the statuses, in order to drill-down to the next level of analysis, being Claims Process – Current Status, where additional information is shown regarding the status of claims still to be processed with the current status allocated, as was shown in the Claims Process – Overview section. Another option would be to directly select the Claims Process – Current Status tab, instead of using the drill-down option from the Claims Process – Overview section; this is entirely how the user chooses to use the information available for further analysis.

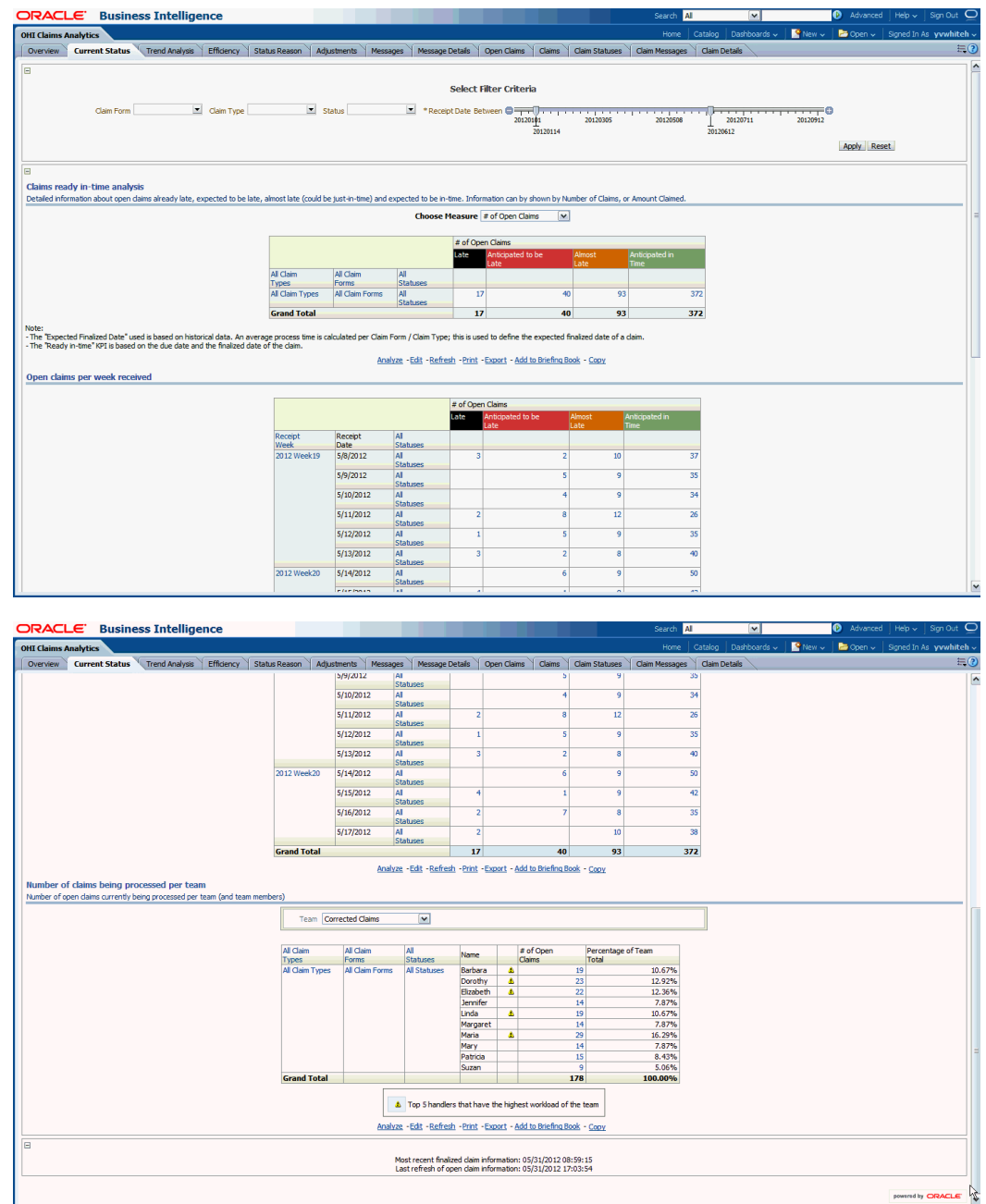


## 1.2 Current Status

Provides an overview of open claims, which are still to be finalized.

This section of the Claims Process Dashboard provides an overview of claims which are open, and are still to be finalized.

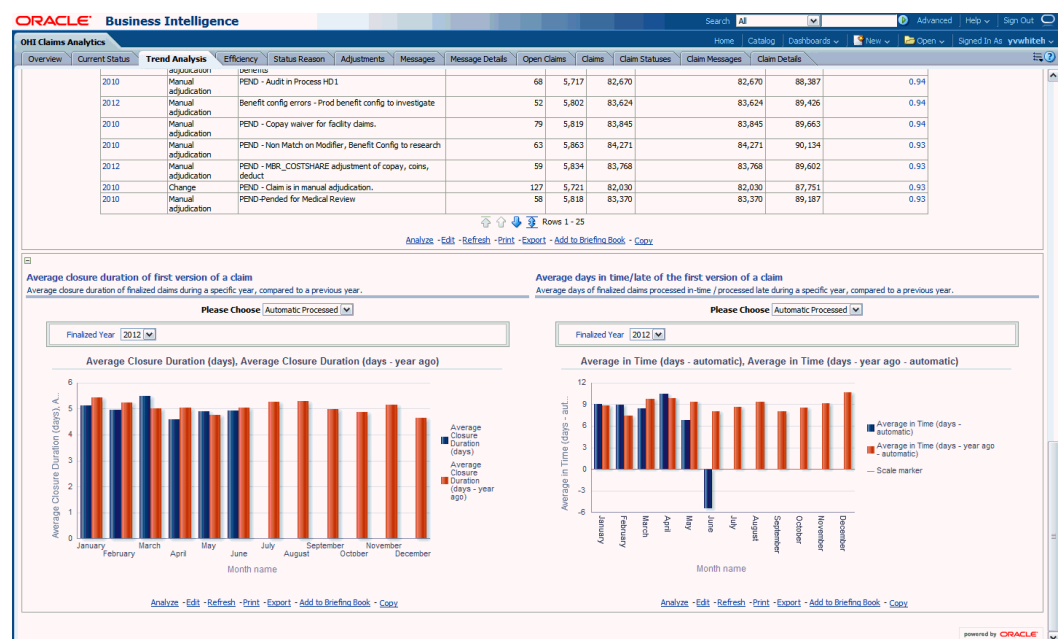
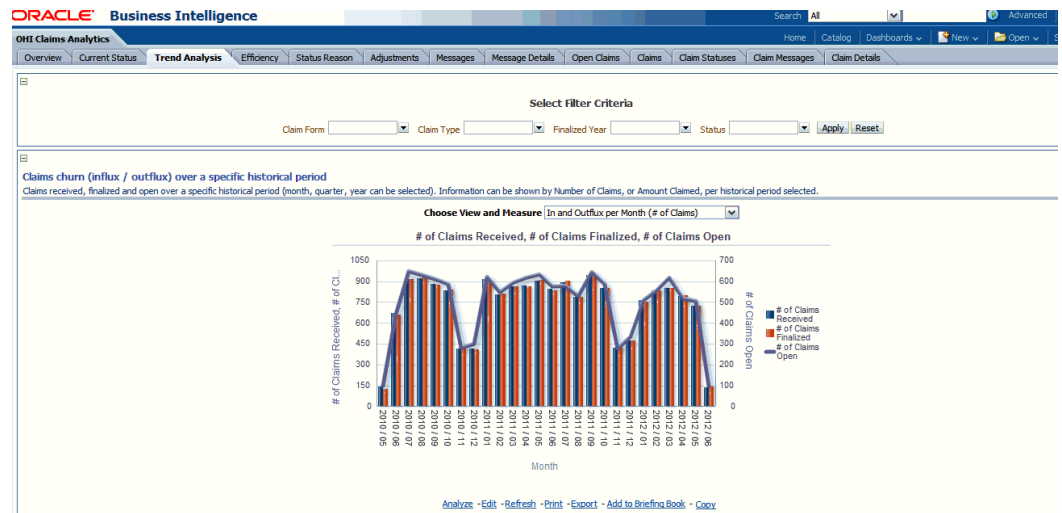
The information shown on this section of the Claims Process Dashboard is to be used for diagnosis level metrics, used to provide insight into the current status of claims still to be processed.



## 1.3 Trend Analysis

Provides an overview of trending information of the claims process, for finalized claims, over a selected historic period of time.

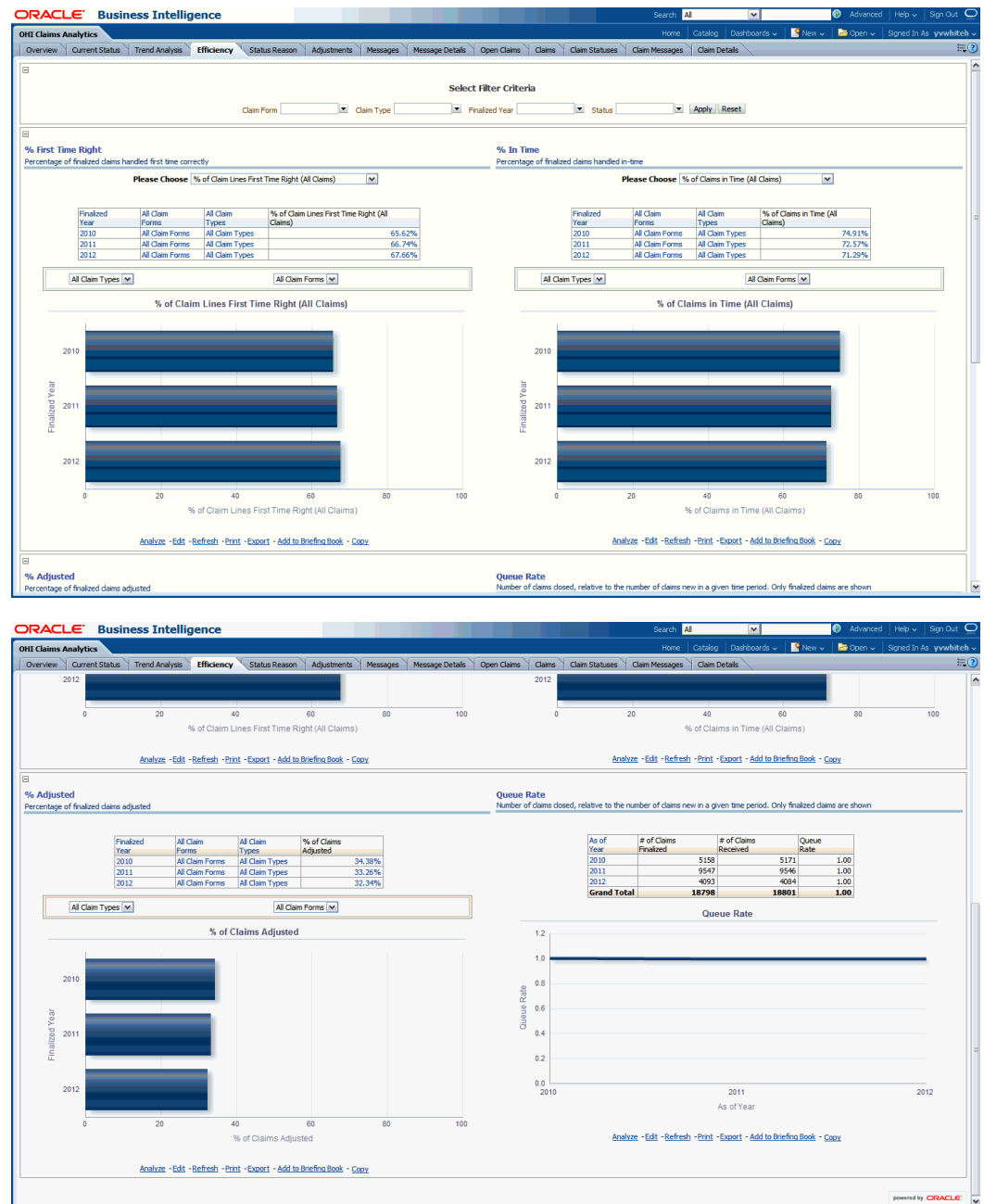
The information shown on this section of the Claims Process Dashboard is to be used for diagnosis level metrics, used to provide insight into the trending status of claims finalized over a selected historic period of time.



## 1.4 Efficiency

Provides an overview of the processing efficiency of finalized claims.

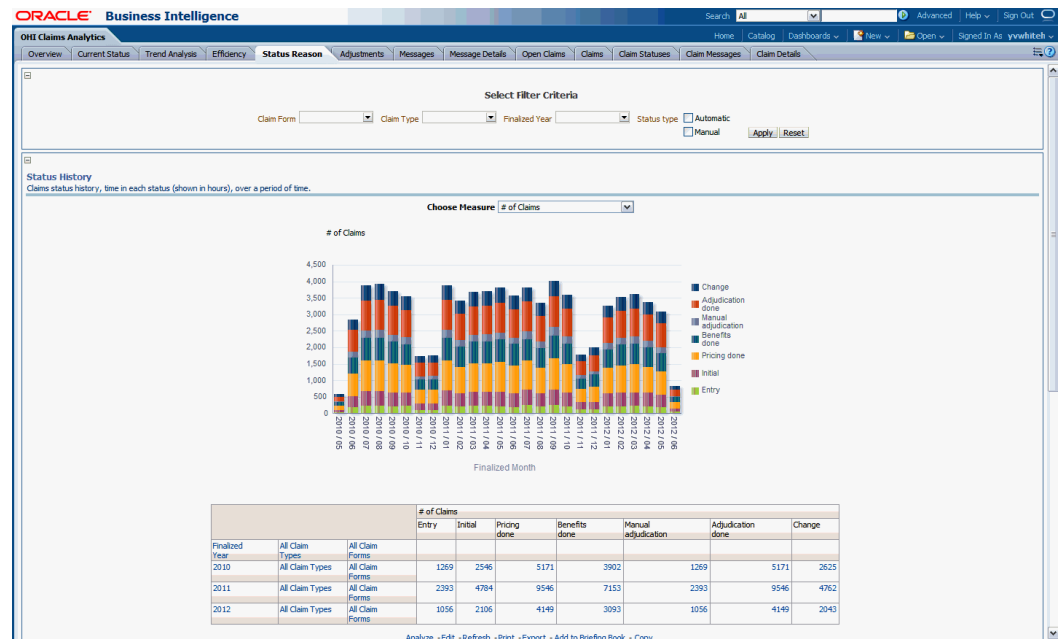
The information shown on this section of the Claims Process Dashboard is to be used for diagnosis level metrics, used to provide insight into the processing efficiency of claims finalized over a selected historic period of time.



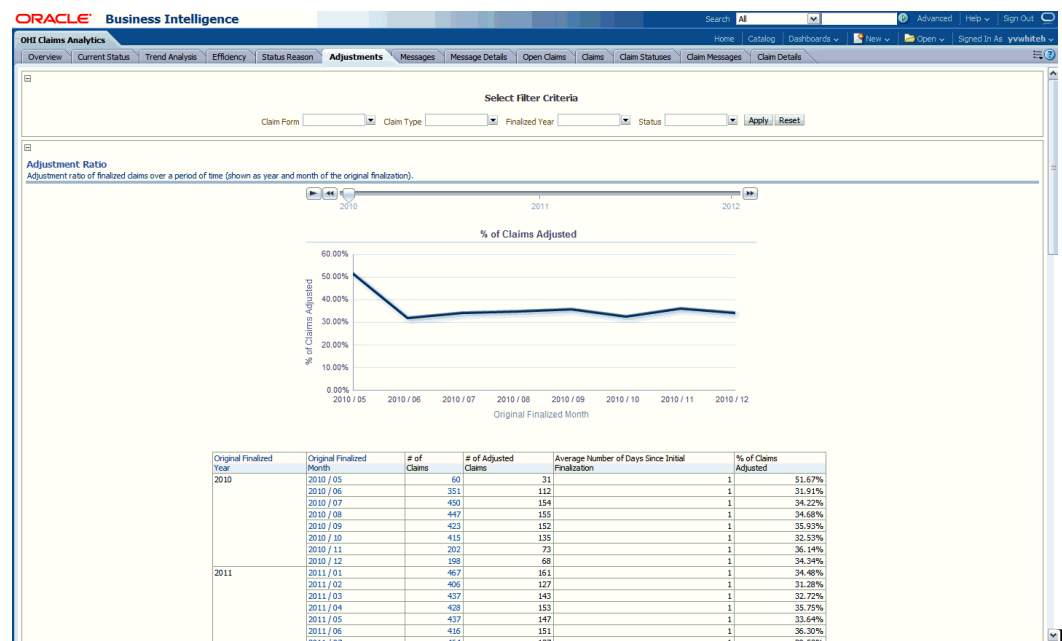
## 1.5 Status Reason

Provides an overview of the processing time, per status, in the claims process for finalized claims.

The information shown on this section of the Claims Process Dashboard is to be used for diagnosis level metrics, used to provide insight into the processing time taken per status in the claims process finalized over a selected historic period of time.



## 1.6 Adjustments



Provides an overview of the type of adjustments made and the frequency of adjustments made during the claims process, for finalized claims.

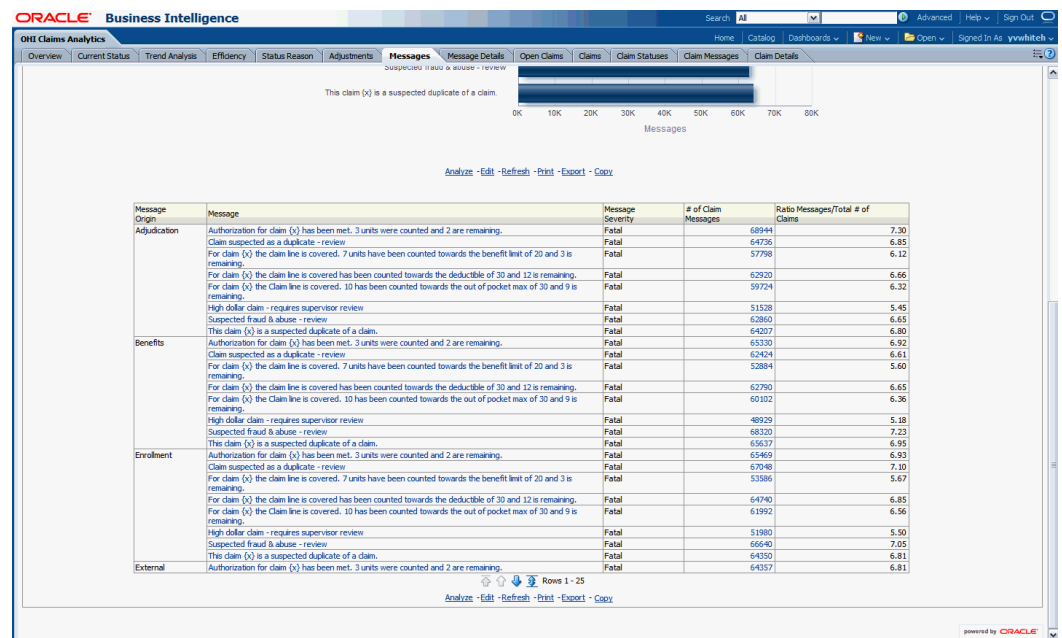
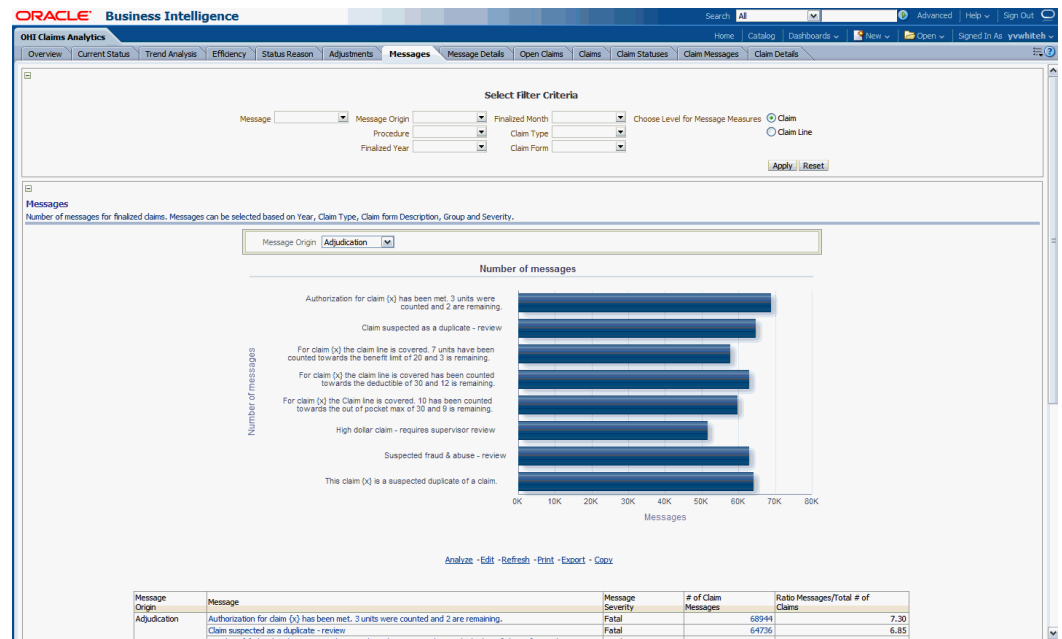
The information shown on this section of the Claims Process Dashboard is to be used for diagnosis level metrics, used to provide insight into the adjustments made and frequency thereof during the claims process, for finalized claims over a selected historic period of time.

## 1.7 Messages

Provides an overview of the various messages used for claims processed.

The information shown on this section of the Claims Process Dashboard is to be used for diagnosis level metrics, used to provide insight into the various messages used during the claims process for claims finalized over a selected historic period of time.

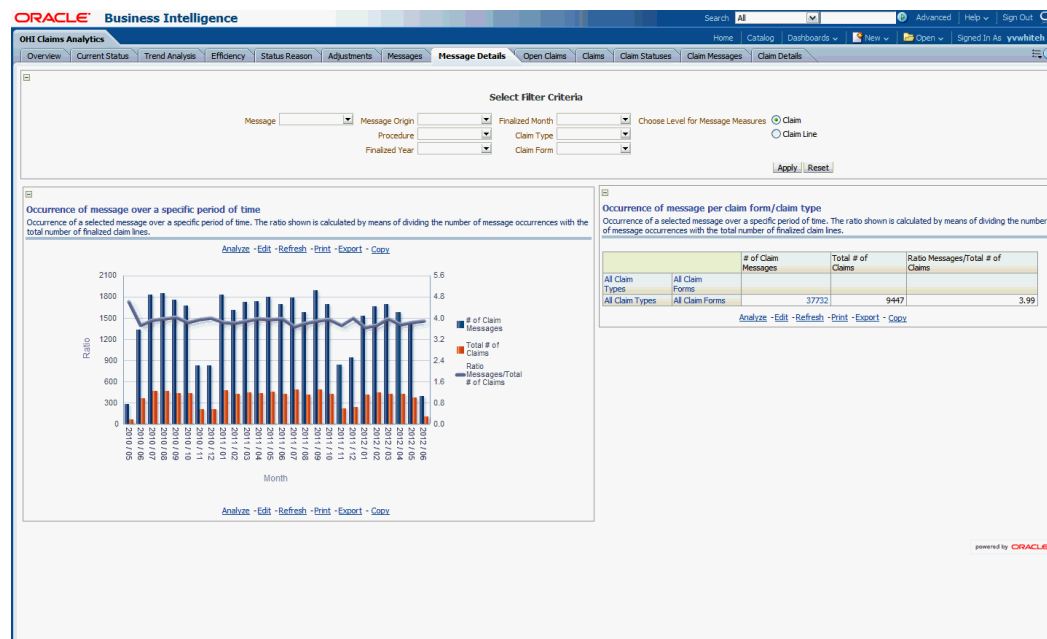




## 1.8 Message Details

Provides detailed information of the various messages used for claims processed.

The information shown on this section of the Claims Process Dashboard is to be used for detail level metrics, where additional details can be analyzed and action taken regarding the various messages used during the claims process for claims finalized over a selected historic period of time.



## 1.9 Open Claims

Provides detailed information of any selected open claim, or range of open claims.

The information shown on this section of the Claims Process Dashboard is to be used for detail level metrics, where additional details can be analyzed and action taken regarding the information shown for open claims still being processed in the claims process (still to be finalized).

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OHI Claims Analytics

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Overview | Current Status | Trend Analysis | Efficiency | Status Reason | Adjustments | Messages | Message Details | Open Claims | Claims | Claim Statuses | Claim Messages | Claim Details

Select Filter Criteria

Claim Code

Claim Type

Receipt Year

Team

Status

Claim Form

Claimant

Receipt Month

Employee Name

In Time Classification

Message

Apply

Reset

Detailed Open Claim Information

Detailed information for open claims. Select a specific Claim Code to see additional information about the statuses and claimant of a specific claim.

Claim Attributes				Claim Dates				Status	Claimant	Employee	Measures						
Claim ID	Claim Code	External Claim Code	Claim Form	Claim Type	In Time Classification	Receipt Date	Entry Date	Due Date	Estimated Finalize Date	Status	Since	Claimant	Team	Name	# of Claim Lines	Total Claimed Amount	Total Covered Amount
1	CLM_OPEN_1	CLM_OPEN_EXT1	837P - EDI professional claim	Provider	Anticipated in Time	5/17/2012	5/12/2012	6/17/2012	6/12/2012	Manual adjudication	6/11/2012 5:23:20 AM	Unknown	First submission institutional	Kenneth	4	\$23.00	\$25.00
10	CLM_OPEN_10	CLM_OPEN_EXT10	837P - EDI professional claim	Provider	Anticipated in Time	5/14/2012	5/16/2012	6/17/2012	6/12/2012	Entry	6/11/2012 10:23:20 AM	Unknown	Corrected Claims	Maria	4	\$20.00	\$23.00
100	CLM_OPEN_100	CLM_OPEN_EXT100	837P - EDI professional claim	Provider	Anticipated in Time	5/12/2012	5/9/2012	6/17/2012	6/12/2012	Manual benefits	6/11/2012 8:35:20 AM	Unknown	First submission professional	David	4	\$26.00	\$31.00
101	CLM_OPEN_101	CLM_OPEN_EXT101	837P - EDI professional claim	Provider	Anticipated in Time	5/17/2012	5/9/2012	6/17/2012	6/12/2012	Manual adjudication	6/11/2012 9:57:37 AM	Unknown	First submission professional	David	4	\$24.00	\$26.00
102	CLM_OPEN_102	CLM_OPEN_EXT102	837P - EDI professional claim	Provider	Anticipated in Time	5/16/2012	5/11/2012	6/17/2012	6/12/2012	Pricing done	6/11/2012 10:23:20 AM	Unknown	First submission professional	Michael	4	\$32.00	\$22.00
103	CLM_OPEN_103	CLM_OPEN_EXT103	837P - EDI professional claim	Provider	Anticipated in Time	5/13/2012	5/17/2012	6/17/2012	6/12/2012	Manual adjudication	6/11/2012 9:57:37 AM	Unknown	Corrected Claims	Maria	3	\$22.00	\$21.00
104	CLM_OPEN_104	CLM_OPEN_EXT104	837P - EDI professional claim	Provider	Anticipated in Time	5/8/2012	5/14/2012	6/17/2012	6/12/2012	Entry	6/11/2012 11:23:20 AM	Unknown	First submission professional	Richard	4	\$31.00	\$24.00
105	CLM_OPEN_105	CLM_OPEN_EXT105	837P - EDI professional claim	Provider	Anticipated in Time	5/9/2012	5/9/2012	6/17/2012	6/12/2012	Manual adjudication	6/11/2012 9:23:20 AM	Unknown	First submission institutional	Edward	4	\$28.00	\$17.00
106	CLM_OPEN_106	CLM_OPEN_EXT106	837P - EDI professional claim	Provider	Anticipated in Time	5/15/2012	5/9/2012	6/17/2012	6/12/2012	Manual adjudication	6/11/2012 8:35:20 AM	Unknown	Corrected Claims	Margaret	4	\$31.00	\$30.00
107	CLM_OPEN_107	CLM_OPEN_EXT107	837P - EDI professional claim	Provider	Anticipated to be Late	5/11/2012	5/10/2012	6/12/2012	6/15/2012	Manual adjudication	6/11/2012 10:23:20 AM	Unknown	First submission professional	William	4	\$32.00	\$17.00
108	CLM_OPEN_108	CLM_OPEN_EXT108	837P - EDI professional claim	Provider	Anticipated in Time	5/16/2012	5/12/2012	6/17/2012	6/12/2012	Manual benefits	6/11/2012 7:23:20 AM	Unknown	Corrected Claims	Dorothy	4	\$24.00	\$23.00
109	CLM_OPEN_109	CLM_OPEN_EXT109	837P - EDI professional claim	Provider	Almost Late	5/11/2012	5/8/2012	6/15/2012	6/12/2012	Entry	6/11/2012 9:23:20 AM	Unknown	Corrected Claims	Elizabeth	4	\$26.00	\$20.00

## 1.10 Claims

Provides detailed information of any selected finalized claim, or range of finalized claims.

The information shown on this section of the Claims Process Dashboard is to be used for detail level metrics, where additional details can be analyzed and action taken regarding the information shown for selected finalized claims in the claims process.

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OHI Claims Analytics

Overview | Current Status | Trend Analysis | Efficiency | Status Reason | Adjustments | Messages | Message Details | Open Claims | Claims | Claim Statuses | Claim Messages | Claim Details

Select filter Criteria

Claim Code | Claim Type | Finalized Year | Status Reason | Receipt Year | Claim Form | Claimant | Finalized Month | Status | Receipt Month | Source | Finalized Week | Finalized Date

Apply | Reset

Detailed Claim Status Information

Detailed status information for finalized claims. Select a specific Claim Code to see additional information about the statuses and claimant of a specific claim.

Time in Status: Hours

Claim Properties				Claim Dates		Claimant		Employee		Status		
Claim Code	External Claim Code	Claim Form	Claim Type	Source	Receipt	Finalized	Name	Team	Name	Start Time	Status	Hours
CLM_CLAIMSOUT_1	CLM_EXT_1	UB 04 - Paper institutional claim	Provider		2/24/2011	2/25/2011	Unknown	Corrected Claims	Maria	2/25/2011 12:00:19 AM	Initial	0.00
	CLM_EXT_1	UB 04 - Paper institutional claim	Provider		2/24/2011	2/25/2011	Unknown	Corrected Claims	Patricia	2/25/2011 12:00:40 AM	Pricing done	0.00
	CLM_EXT_1	UB 04 - Paper institutional claim	Provider		2/24/2011	2/25/2011	Unknown	Corrected Claims	Margaret	2/25/2011 12:00:41 AM	Benefits done	0.00
	CLM_EXT_1	UB 04 - Paper institutional claim	Provider		2/24/2011	2/25/2011	Unknown	Corrected Claims	Jennifer	2/25/2011 12:01:02 AM	Adjudication done	0.00
CLM_CLAIMSOUT_10	CLM_EXT_10	UB 04 - Paper institutional claim	Provider		2/24/2011	2/25/2011	Unknown	Corrected Claims	Mary	2/25/2011 12:01:22 AM	Finalized	11368.00
	CLM_EXT_10	CMS 1500 - Paper professional claim	Member		8/9/2010	8/9/2010	Unknown	First submission institutional	Steven	8/9/2010 12:00:25 AM	Initial	0.00
	CLM_EXT_10	CMS 1500 - Paper professional claim	Member		8/9/2010	8/9/2010	Unknown	First submission professional	William	8/9/2010 12:00:37 AM	Pricing done	0.00
	CLM_EXT_10	CMS 1500 - Paper professional claim	Member		8/9/2010	8/9/2010	Unknown	First submission professional	Michael	8/9/2010 12:01:02 AM	Benefits done	0.00
CLM_CLAIMSOUT_100	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		8/9/2010	8/9/2010	Unknown	First submission institutional	Edward	8/9/2010 12:01:12 AM	Adjudication done	0.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		8/9/2010	8/9/2010	Unknown	First submission professional	James	8/9/2010 12:01:24 AM	Finalized	16168.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	First submission professional	David	2/27/2011 12:00:12 AM	Entry	0.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	First submission institutional	Edward	2/27/2011 12:00:29 AM	Initial	0.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	First submission institutional	Donald	2/27/2011 12:00:46 AM	Pricing done	0.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	First submission professional	Thomas	2/27/2011 12:01:00 AM	Manual adjudication	21.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	Corrected Claims	Patricia	2/27/2011 9:22:34 PM	Adjudication done	0.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	Corrected Claims	Maria	2/27/2011 9:22:48 PM	Finalized	11299.00

## 1.11 Claim Statuses

Provides detailed status information of selected finalized claims.

The information shown on this section of the Claims Process Dashboard is to be used for detail level metrics, where additional details can be analyzed and action taken regarding the statuses used during the claims process for finalized claims.

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Claim Code

Claim Form

Source

Claim Type

Claimant

Finalized Year

Finalized Month

Finalized Week

Finalized Date

Status Reason

Status

Receipt Year

Receipt Month

Apply

Reset

Detailed Claim Status Information

Detailed status information for finalized claims. Select a specific Claim Code to see additional information about the statuses and claimant of a specific claim.

Time in Status: 

Hours

Claim Properties				Claim Dates		Claimant		Employee		Status		
Claim Code	External Claim Code	Claim Form	Claim Type	Source	Receipt	Finalized	Name	Team		Start Time	Status	Hours
CLM_CLAIMSOUT_1	CLM_EXT_1	UB 04 - Paper institutional claim	Provider		2/24/2011	2/25/2011	Unknown	Corrected Claims	Maria	2/25/2011 12:00:19 AM	Initial	0.00
	CLM_EXT_1	UB 04 - Paper institutional claim	Provider		2/24/2011	2/25/2011	Unknown	Corrected Claims	Patricia	2/25/2011 12:00:40 AM	Pricing done	0.00
	CLM_EXT_1	UB 04 - Paper institutional claim	Provider		2/24/2011	2/25/2011	Unknown	Corrected Claims	Margaret	2/25/2011 12:00:41 AM	Benefits done	0.00
	CLM_EXT_1	UB 04 - Paper institutional claim	Provider		2/24/2011	2/25/2011	Unknown	Corrected Claims	Jennifer	2/25/2011 12:01:02 AM	Adjudication done	0.00
CLM_EXT_1	UB 04 - Paper institutional claim	Provider		2/24/2011	2/25/2011	Unknown	Corrected Claims	Mary	2/25/2011 12:01:22 AM	Finalized	11440.00	
CLM_CLAIMSOUT_10	CLM_EXT_10	CMS 1500 - Paper professional claim	Member		8/9/2010	8/9/2010	Unknown	First submission institutional	Steven	8/9/2010 12:00:25 AM	Initial	0.00
	CLM_EXT_10	CMS 1500 - Paper professional claim	Member		8/9/2010	8/9/2010	Unknown	First submission professional	William	8/9/2010 12:00:37 AM	Pricing done	0.00
	CLM_EXT_10	CMS 1500 - Paper professional claim	Member		8/9/2010	8/9/2010	Unknown	First submission professional	Michael	8/9/2010 12:01:02 AM	Benefits done	0.00
	CLM_EXT_10	CMS 1500 - Paper professional claim	Member		8/9/2010	8/9/2010	Unknown	First submission institutional	Edward	8/9/2010 12:01:12 AM	Adjudication done	0.00
CLM_EXT_10	CMS 1500 - Paper professional claim	Member		8/9/2010	8/9/2010	Unknown	First submission professional	James	8/9/2010 12:01:24 AM	Finalized	16240.00	
CLM_CLAIMSOUT_100	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	First submission professional	David	2/27/2011 12:00:12 AM	Entry	0.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	First submission institutional	Edward	2/27/2011 12:00:29 AM	Initial	0.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	First submission institutional	Donald	2/27/2011 12:00:46 AM	Pricing done	0.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	First submission professional	Thomas	2/27/2011 12:01:00 AM	Manual adjudication	21.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	Corrected Claims	Patricia	2/27/2011 9:22:34 PM	Adjudication done	0.00
	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/18/2011	2/27/2011	Unknown	Corrected Claims	Maria	2/27/2011 9:22:48 PM	Finalized	11371.00

## 1.12 Claim Messages

Provides detailed information regarding claim messages used for finalized claims.

The information shown on this section of the Claims Process Dashboard is to be used for detail level metrics, where additional details can be analyzed and action taken regarding the claim messages used during the claims process for finalized claims.

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Claim Details

Select Filter Criteria

Claim Code

Claim Type

Finalized Month

Diagnosis

Message Origin

Claim Form

Claimant

Procedure

Message

Source

Finalized Year

Provider Service

Message Severity

Apply

Reset

Detailed Claim Message Information

Detailed information for messages of finalized claims. Select a specific Claim Code to see additional information about the statuses and amount of a specific claim.

Claim Attributes				Claimant	Message						Measures	
Claim Code	External Claim Code	Claim Form	Claim Type	Source	Finalized Date	Claimant	Message Severity	Message Origin	Claim Level Indicator	Message Text	# of Claim Messages	# of Claim Line Messages
CLM_CLAIMSOUT_1	CLM_EXT_1	UB 04 - Paper institutional claim	Provider		2/25/2011	Unknown	Fatal	Enrollment	Claim	For claim CLM_CLAIMSOUT_1 the Claim line is covered. 10 has been counted towards the out of pocket max of 30 and 9 is remaining.	6	0
								Pre pricing	Claim	For claim CLM_CLAIMSOUT_1 the Claim line is covered. 10 has been counted towards the out of pocket max of 30 and 9 is remaining.	6	0
CLM_CLAIMSOUT_10	CLM_EXT_10	CMS 1500 - Paper professional claim	Member		8/9/2010	Unknown	Fatal	Pricing	Claim Line	High dollar claim - requires supervisor review	0	6
								External	Claim	Suspected fraud & abuse - review	5	0
								Pricing	Claim	For claim CLM_CLAIMSOUT_10 the claim line is covered. 7 units have been counted towards the benefit limit of 20 and 3 is remaining.	8	0
								Sanity checks	Claim Line	For claim CLM_CLAIMSOUT_10 the Claim line is covered. 10 has been counted towards the out of pocket max of 30 and 9 is remaining.	0	8
CLM_CLAIMSOUT_100	CLM_EXT_100	CMS 1500 - Paper professional claim	Member		2/27/2011	Unknown	Fatal	Adjudication	Claim	This claim CLM_CLAIMSOUT_100 is a suspected duplicate of a claim.	6	0
								Benefits	Claim	This claim CLM_CLAIMSOUT_100 is a suspected duplicate of a claim.	6	0
CLM_CLAIMSOUT_10000	CLM_EXT_10000	837D - EDI dental claim	Provider		9/3/2011	Unknown	Fatal	Pricing	Claim Line	Claim suspected as a duplicate - review	0	13
								Pre pricing	Claim	Claim suspected as a duplicate - review	0	19
								Pricing	Claim	This claim CLM_CLAIMSOUT_10000 is a suspected duplicate of a claim.	19	0
								Sanity checks	Claim	Authorization for claim CLM_CLAIMSOUT_10000 has been met. 3 units were counted and 2 are remaining.	16	0
CLM_CLAIMSOUT_10001	CLM_EXT_10001	ADA 400 - Paper dental claim	Provider		4/5/2012	Unknown	Fatal	Manual	Claim	For claim CLM_CLAIMSOUT_10001 the Claim line is covered. 10 has been counted towards the out of pocket max of 30 and 9 is remaining.	3	0
								Sanity checks	Claim	For claim CLM_CLAIMSOUT_10001 the claim line is covered. 7 units have been counted towards the benefit limit of 20 and 3 is remaining.	3	0
									Claim Line	For claim CLM_CLAIMSOUT_10001 the claim line is covered has been counted towards the deductible of 30 and 12 is remaining.	0	5
CLM_CLAIMSOUT_10002	CLM_EXT_10002	UB 04 - Paper institutional claim	Provider		4/6/2011	Unknown	Fatal	Manual	Claim	Authorization for claim CLM_CLAIMSOUT_10002 has been met. 3 units were counted and 2 are remaining.	5	0

## 1.13 Claim Details

Provides detailed information for any selected finalized claim.

The information shown on this section of the Claims Process Dashboard is to be used for detail level metrics, where additional details can be analyzed and action taken regarding the detailed information used during the claims process for finalized claims.

This section of the Claims Process Dashboard provides OLTP access to the transactional application of "Oracle Insurance Claims Adjudication for Health" from the analytics dashboard.

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Home | Catalog | Dashboards | New | Open | Signed In As: yvwahitch

Overview | Current Status | Trend Analysis | Efficiency | Status Reason | Adjustments | Messages | Message Details | Open Claims | Claims | Claim Statuses | Claim Messages | Claim Details

Select Filter Criteria

Claim Code CLM\_CLAIMSOUT | Apply | Reset

Detailed Information per Claim

Claim Properties				Claim Dates				Totals									
Claim Code	External Claim Code	Version	Claim Form	Claim Type	Source	Receipt	Entry	Due	Finalized	Paid	# of Claim Lines	# of Claimed Units	Allowed Amount	Claimed Amount	Covered Amount	Member Paid Amount	Vat Amount
CLM_CLAIMSOUT_10001	CLM_EXT_10001	1	ADA 400 - Paper dental claim	Provider		3/27/2012	3/3/2012	4/29/2012	4/5/2012	3/11/2012	1	2	28.00	11.00	26.00	21.00	
										3/13/2012	1	3	15.00	16.00	14.00	34.00	
										3/15/2012	1	1	21.00	35.00	12.00	9.00	

Claim Properties

Version	Claimant Code	Name	Country	Region	City	Street	Postal	Phone Number (business)
1-1		Unknown	Unknown	Unknown	Unknown			Unknown

Show claim in source system

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Claim Lines

Version: 1

Sequence	# of Claimed Units	Allowed Amount	Claimed Amount	Covered Amount	Member Paid Amount	Vat Amount	Procedure	Provider Location	Provider Service	Member	Diagnosis	Age Group	Specialty
1	2	28.00	11.00	26.00	21.00		UTERINE D&C	Clinder_PROV	Liv_PROV	Werner R	ACTIV INVOLV ELECTR DEV	10 - 19	PULMONARY DISEASE
2	3	15.00	16.00	14.00	34.00		EXCISESTR HAND LES NEC	Quentin_PROV	Wood_PROV	Hood Logan Hood	KIDNEY & URINARY TRACT SIGNS & SYMPTOMS W MCC	10 - 19	SURGERY THORACIC
3	1	21.00	35.00	12.00	9.00		REMOVAL OF SPINAL LAMINA	Alecon_PROV	Edwards_PROV	Murray L Murray	ANES CARD COMP DEL DELPP	80 - 89	MEDICAL TOXICOLOGY

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Statuses

