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Vue Group Insurance Billing

Group and Voluntary Benefits

Vue Group Insurance Billing is a flexible solution that supports a multi-channel distribution and compensation platform with straight-thru premium billing and collection processes for Group and Voluntary Benefits. This allows insurers and third-party administrators to effectively manage their entire billing process as well as improve compensation management.



Ensure accurate, timely billing

Keep billing statements up-to-date by instantly reflecting changes such as member additions, terminations, or coverage modifications. Maintain consistent, automated, and accurate billing with the support of real-time system integration. Invoices can be sorted by division, location, employer/employee paid coverages.

Improve relationships with clients and TPAs

Connect easily with administrators through a robust portal. Enable policyholders to make electronic payments and increase customer satisfaction by offering online billing changes with real-time confirmation. Decrease the burden on service personnel while improving the customer experience and boosting policy retention.

Reduce manual intervention

Automate the billing and enrollment process to increase accuracy and reduce the frequency of manual interventions. Receive employer census information electronically or 834 file feeds to eliminate re-keying and ensure accurate and fast information transfer. Quicker turnaround times, improve service levels, and help lead to higher retention rates.

Multiple products, one bill

Vue's advanced functions allows multiple products coverage on a single invoice. Invoices can be sorted by divisions, locations, employer and employee paid coverages.

“ We value the partnership we developed with the Vue team in launching our billing and enrollment division. The ease of working with them to help resolve issues is a true indication of what our future working relationship will entail. We anticipate swift responses and continued growth and development as we bring new carrier partners onto our consolidated billing platform. ”



Carrier and TPA management

A multi-faceted system that's easy to use and allows Insurance Carriers and TPAs to manage policyholder setup and eligibility, generate invoices, cash management and payment processing, and automate notices for non-payment of premium. Generate invoices by division, location, employer/employee paid coverages.

Configurable policy setup

Supports different products & plan designs

- Medical
- Dental
- Vision
- Life, AD&D, Supp life, Dependent life
- Disability – LTD and STD, ASO
- Critical illness, group accident
- ASO, HAS, FSA
- Voluntary products

Different types of rates

- Composite
- Medical/dental tiered rates
- Step rated
- Benefit amounts
- Gender
- User defined measures for rates

Member maintenance made easy

Maintain accurate member information

- General information
- Dependent information
- Coverage history
- Automatic creation of adjustments
- Beneficiary information
- Notes

Census load

- User integration manager to load the census data
- Custom files can be mapped to Vue census fields

Accelerated invoice generation

List billing & invoices including self-administration

- Monthly and non-monthly billing: weekly, semi-monthly, bi-weekly, quarterly, annual, ninthly, tenthly billing modes.
- Pro-rated billing capabilities
- Configurable billing schedules
- Re-bill functionality
- Archive of all bills
- Billing control reports
- Bill notes

Improve cash management

- Support batch mode and single payments
- Rules for automated payment processing via file loads
- Manual re-allocation of payments
- Premiums can be processed at certificate level
- Integrations to payroll
- Different accounts for suspense, premium, fees, etc.
- Detailed accounting entries creation and integration with General Ledger systems.
- Manual payment processing



Conservation processing

Automated letters or emails for late payment notifications. Letters can be configured and triggered at specific times.

- Reminder Letters
- Lapse Letters
- Termination Letters

Robust billing portal for policyholders

- Online view of bills
- Invoice re-calculation
- Online customer review and finalization
- Online payments
- Eligibility changes
- Archival of invoice generated
- Email notifications
- Voluntary products

As single system that manages both home office and the policy holder

Home office system

- Used by internal people to manage eligibility, plan design, premium payments, census, etc.

Online billing portal

- Used by policy holders to manage eligibility view and pay invoices



Flexible, scalable integrations

- Supports both batch and real time integrations
- Supports 834 EDI files
- Major integrations
 - Policy admin system using batch files or web services
 - Fully integrated with Vue compensation
 - ODS systems
 - GL systems
 - Document management systems
 - Census
 - 834 EDI
 - Premium files from lock box vendors
 - Printers or third party vendors for mailing and printing invoices

Note: Some components will require configuration to meet your specific needs. Your Vue account manager can help you work through your detailed business and technical requirements and provide an estimation of the configuration effort required.

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