

Paylogix® Application Data

What's Single Source Billing?



Single Source Billing acts on behalf of a benefits provider by performing billing and related administrative functions not in combination with any other products. This is typical of outsource billing functions to a third party by a benefits provider.

Single Source Billing Defined

An insurer approached us about outsourcing their billing functions. The practice of outsourcing this function is nearly as old as the insurance industry itself. The debate continues as to whether outsourcing is the right choice and largely depends upon the insurer's needs. In this example, the insurer was looking to address legacy system issues. As discussions began, the insurer was intrigued with the idea of making a quantum leap from "marketware" to true e-commerce on their web site, thereby adding value to their client relationships and cutting down on the amount of paper transactions. Paylogix® had just the solution.

The insurer, running multiple systems, was plagued with inefficiencies when presenting bills to clients for two or more products.

Paylogix® was able to replicate their billing data and interface with their legacy systems to provide feedback of billing activity with minimal labor required.

Paylogix® also provided the insurer with a branded web-enabled billing system as an extension of their own web site where clients and agents could login to gain access to account data as well as to pay bills.

Clients, being as individual as they are, can't all be driven to the internet to pay bills. A combined offering of web-based account access/bill payment, Electronic Fund Transfer and traditional paper billing options made outsourcing of billing to Paylogix® an attractive option to this Insurer. Billing generated by Paylogix® was branded with the insurer's logo and listed many products when applicable.

The Single Source Billing service is useful in any situation where an insurer is looking to outsource billing to a third party with a diverse and complete offering. [ADS_SingleSourceBilling - 051905]

