Oracle® Insurance Policy Administration

Release Notes

Version 10.2.0.0

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Oracle Insurance Policy Administration

Oracle Insurance Policy Administration (OIPA) is a next-generation, flexible, rules-based insurance solution for life and annuities that supports policy processing across multiple lines of business. OIPA greatly enhances ease of use and speed for business analysts, actuaries and others involved in the product configuration process. Robust navigation also makes it easy for users, including CSRs, to locate policy information and drill down into a granular level of customer detail. This allows insurers to respond more rapidly to customer inquiries, reduce call times and improve customer service.

These release notes contain the enhancements that were made to Oracle Insurance Policy Administration GA release 10.2.0.0, 2015.

Customer Support

If you have any questions about the installation or use of our products, please visit the My Oracle Support website: https://support.oracle.com, or call (800) 223-1711.

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info

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Oracle Insurance Policy Administration

This section describes configuration, features and technology specific enhancements for GA release 10.2.0.0. OIPA is now able to support the below functionality:

New Features Added

Basic Claims Functionality:

This feature provides the ability to configure an activity-based creation of a new claim based on events occurring on an existing policy. It allows to:

- Capture the claims records with the basic details using transaction processing.
- Update the existing claims records along with the status.
- Add dynamic fields to the claims records.

Customized View and Landing Page:

This feature provides the ability to design and define layouts for a customized landing page with configurable content and widgets, which can be displayed as a Home page when the user logs into the OIPA.

- The definition and layout of the Landing Page.
- User customization of the Landing Page.
- The definition and Layout of Landing Page widgets.
- The definition of predefined widgets to be part of the base delivery.

Group Customer Functionalities:

Group Customer Copy Function:

This feature provides a Group Customer setup template which allows new Group Customers to be quickly created by selectively copying the common data from an existing Group Customer data. This feature allows:

- To define which group customer data can be used as a template from which new Group Customers can be setup simply by a copy.
- To search and select the Group Customer from which new Group Customers can be setup by copying the data of selected Group Customer.
- To select all or subset of group customer data for copying.
- To invoke Group Customer Copy function while creating a new Group Customer from OIPA screen and also from Exposed Service(AsFile).

Group Customer Overview Screen:

This feature provides the user a single snapshot view of the Group Customer data eliminating the need to navigate to all the individual screens. It includes the summary of group customer details, general agreement, plan, plan segment, class group, agreement role data, and values information details. It is a configurable screen.

Ability to View All Members in a Plan and Link to Client/Policy:

This enhancement provides the ability in OIPA to view all enrolled members in a plan and link to the associated client or PolicyScreen. It provides:

- A new tab off the Plan screen (under Group Customer) to display the list of members enrolled in that Plan.
- From the list a link to the associated client or PolicyScreen.

Segment Level Service Benefits:

This feature provides the ability to administer and manage Supplemental Health Plan and Dental Plan Services Groups. The user can manage data for each Service and its benefits at the segment level. OIPA has the ability to store various services for which coverages/benefit are defined. Plan coverage documents list the various services and the benefit /coverage that the plan offers. OIPA has the ability to create various segments such as critical illness, Accidental Death, Cancer Care etc and define Services and Benefits.

Implement Basic Commission Functionality:

This feature provides the ability to implement basic commission requirements by which the user can,

- Capture the commission records with the basic details using transaction processing.
- Create single as well as a set of commission records from a single transaction
- Update the existing commission records along with the status.
- Add dynamic fields to the commission records.

Implement Product Copy Utility:

This feature provides the ability to copy a product selectively under another subsidiary company or a product. This enables the user to reuse the existing product set up data, the business rules, transactions, segments etc by copying it from one Company / Product hierarchy structure to another. This functionality provides a provision to:

- Copy the source product under destination subsidiary company/Product.
- Select the source product available for all the companies configured under target environment.
- Select target subsidiary company /target product under which source product will be copied.
- Select all or subset of product level set up data /rules once source product is selected. Only selected, product level set up data/rules will be copied.

Enhancements

Ability to create and update Rates through OIPA (Health):

This enhancement provides the ability to natively support the process of "Rate creation, Inquiry and Maintenance" through OIPA application. It allows the user to Search Rates, Edit Rates & Rate Groups, Create Rates, and perform Export This feature includes adding rate groups (e.g. for assignment to a new group customer class, for a renewal period of an existing group customer, and for individual product rates), changing rates within existing rate groups, and terminating rate sets.

Add Link Rate Group Capability to OIPA Rates Functionality:

This enhancement provides the capability for Rate Groups created and maintained in OIPA to be linked/associated with entities including Company, Product, Plan, Group Customer, Agreement, Class etc. This will help enable contextual search of the Rate Groups being used if the relationship were established. This feature allows users to create the relationship on creation of Rate Group and through Search Rates screen for already created Rate Groups.

Business rule to Automatically Create Group Customer Number:

This enhancement provides an ability to automatically create a Group Customer number. Also, it provides an option to create a Group Customer number automatically or manually.

Multifield support to Group Customer, Agreement & Plan segment screens:

This enhancement provides multifield support for the GroupCustomer, AgreementDefinition, and PlanSegment rules to allow Screen and Transaction configuration with multiple sets of dynamic field values to enable group processing. This feature also allows the Multifield data to be copied from an activity using the corresponding CopyTo BR and the support for Multifields in screen math.

Fixed field support in the Plan Screen Business Rule:

This enhancement provides support for all the fixed fields in GroupCustomerScreeen and Plan Screen business rules. It includes the "Display, Expanded, Query, Hidden, Disabled, and Required" tags. This enhancement allows:

- The ability to hide fixed fields.
- All Plan fixed fields to be supported to allow the following tags - Display, Expanded, Query, Hidden, Disabled, Required.

Ability to Add Comments at Customer Level:

This enhancement expands the an ability to add free-form Comments to the Group Customer that can be modified, deleted or can view its history. For customer service reference, the Comments functionality is enabled in OIPA at Activity, Policy, Clients, Segments, Suspense record, Impairment and Requirement levels. Security will control who can search, add, view, modify, delete and view the history of a comment.

Allocations Support Program Specific Overrides:

This enhancement overrides Allocations at the program level so that the transactions called out of the program can directly use this allocation information specific to that program instance.

FindBillDetail Activity Enhancement:

The "FindBillDetail" activity function is enhanced to support additional output data to aid in business validations and bill processing. It provides an array of distinct detail records related to the entities such as Client, Policy or Segment GUIDS.

Decouple Suspense from MaintainBillDetailReconcillation:

This enhancement provides the utmost flexibility with the reconciliation process. It uses the Suspense element, MaintainSuspense or GenerateSuspense rules to balance reconciliation amounts and suspense. Reconciliation is applied only on the specified amount to the bill detail record and the configuration of the reconciliation transaction will determine how the suspense is linked.

List Bill Support Screens:

In addition to the group product support, the Billing functionality is extended to retail (individual) products. It includes creation of policy lists linked to a client record and trigger activities for the policies on the list. Lists can be edited to add or remove policies as needed. This feature allows

- Creation and display of list of Policies to be included in the list bill. The bill activities will reside on the policy while the list is associated to a single client owner.
- Attribution of common fields to all records in the list (group).
- Validation of list record data using standard action and events syntax.
- Add, remove, and update records from the list via screen event spawned activities.
- Updation of records in the list from external activities.
- Display of list bill detail inside the processed activity results including policies and amounts included in the bill.

Display Bill Creation Detail in Processed Activity ResultsScreen:

When an activity is created, this enhancement automatically displays the processed bill detail records in the Activity Results screen without need for additional configuration. The bill records may include the details of AsBillDetail / AsBillDetailRecordField or an aggregation bill such as AsBill / AsBillDetailGroup. Bill and Bill Detail data (status and values) will continuously be updated after the activity that first created them has become active and static.

ReassignAllocations Enhanced Support for Models:

The <To> element in the ReassignAllocations rule is expanded to support allocating funds to multiple models and/or loose funds. OIPA now supports moving money and preserving the individual fund/model allocation mix for the following scenarios:

- Funds to one Model
- Funds to Models + Funds

Program Spawning from Non-Program Transactions:

This enhancement provides an ability to insert or update activities for one or more currently active Programs without having a need to enter changes in one program at a time via the Program Screen. The activity updates will be inserted into the program history as natural program activities. This allows a transaction to target one or more specific instances of a program on a policy with the purpose to make changes to said programs.

Action/Events support for Model in TransactionAllocationScreen:

The 'TransactionAllocationScreen' BR and 'PolicyAllocationScreen' BR are enhanced to support section-wise Remove/Show or Enable/Disable either 'Funds' or 'Models' section as desired. It allows:

- Remove/Show Funds/Models sections without hiding the complete 'To Allocation' and/or 'From Allocation' sections.
- Enable/Disable Funds/Models section or the complete 'To Allocation' an 'From Allocation' sections.
- Extend the filter capability to filter the Models, similar to current capability within Funds, so that only relevant models are available for selection.

Added DepositMVAAmount and FundMVAAmount Columns in MVA Functionality for ScheduledValuation:

This enhancement provides fund or deposit level dynamic fields for Scheduled Valuation. It allows the execution of MVAAmountFormula incrementally for each MVA fund deposit if deposit level tracking is turned on.

Restrict Role Display by Status on PolicyOverview Screen:

This enhancement provides the ability to restrict Roles. This enhancement gives the ability to configure what role statuses to be displayed on the Policy Overview Screen. Hence the changes are required to be made in the policy overview screen business rule to restrict the Role display based on the statuses. A new syntax for Role display is now added.

Enhancement for InterestRateCalculation Rule with Guaranteed:

This enhancement allows configuration to indicate if the Guaranteed Interest Rate is less than or greater than the current rate. The default processing will be 'greater than the current rate' for backwards compatibility.

Ability to Update Phone Information through an Activity:

This enhancement provides the ability to update both client and customer telephone information in the AsPhone table through an activity.

Encrypt Attribute (Field), Decrypt Attribute (Math Variables):

This enhancement provides a capability to store encrypted data and access the decrypted data as required. A capability is also able to define that any critical data collected is available for the specific activity temporarily and is erased on successful completion of the activity

Ability to Create AsCountry by Order in Address Screen:

This enhancement allows configuration to sort or order the list of country codes appearing under the Address screen. This enhancement allows:

- Validation when the Address Screen is loaded initially.
- System to produce an error which requires modification of one or both lists to ensure a match before the user can proceed with selecting a value and completing the Client Screen input.
- Default current system behavior if the order is not specified.

Add Tests to EligibleSegmentsByPolicyStatus Business Rule:

This enhancement introduces the 'Tests' element in 'EligibleSegmentNamesByPolicyStatus' business rule to limit the available segments based on the defined/configured test conditions. This can be used to make the Segments selectively available to Policies based on the Policy Status.

Access to Premium Tracking Elements from Inquiry Screen Math:

This enhancement allows users to access financial tracking elements from Inquiry screen and create financial tracking reports for different polices. The rule can be created at the Main Menu, Policy level and Client level.

Policy Values and Access to Premium Tracking Math:

The PolicyValues business rule is extended to track financial events in a policy. The PolicyValues business rule accesses the financial entry calculations and elements, and specifies the math variables to be used for calculating the policy value and displays the resulting values on the ValueScreen.

System LogFile includes, Machine+JVM+Thread:

This enhancement provides the ability to obtain additional information about the machine in which the actual execution took place by the CYCLE process for ScheduledValuations.

Enhancement in AsFile Functionality:

If an activity is created and processed using AsFile, Math Variables of this processed activity are available as part of the response result. This enhancement allows:

- User to be able to configure math variable names that should be available as part of response result.
- An option to instruct the system if all the math variables should be available as part of response result.

Technology-Specific Enhancements

Type of Software	Software Product	Version
Database	SQL Server	2014 on Windows => Windows Server 2012 R2 x86_64
	Oracle	12c R1 12.1.0.1
	DB2	10.5 Fix Pack 5
J2EE Application Server	WebSphere	8.5.5.0
	WebLogic	WLS 12c(12.1.2)
Operating System	Oracle Enterprise Linux	Oracle Linux => 6 u5 x86_64
	Windows Operating System for SQL Server	Windows Server 2012 R2 x86_64
Java	JDK	1.7 Update 71 64-Bit
Internet Browser	Internet Explorer	10