

# Oracle® Health Revenue Cycle and Consumer Management Platform

## Oracle Health Revenue Cycle and Consumer Management Platform Administrator Guide



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# Preface

This preface contains the following sections:

## Documentation accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

## Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

# 1

## Introduction

Oracle Health Revenue Cycle and Consumer Management Platform provides engagement through a standard system to interact with your Oracle Health applications, such as Patient Administration, Patient Portal, and Patient Accounting.

Oracle Health Revenue Cycle and Consumer Management Platform helps you coordinate applications for a wide range of healthcare services. This product supports provisioning and management of Oracle Health Revenue Cycle products through self-service and automation.

## Oracle Health Revenue Cycle and Consumer Management Platform

Use Oracle Health Revenue Cycle and Consumer Management Platform to create an environment group of subscriptions from which you can deploy Revenue Cycle and consumer applications to your healthcare facilities.

**Figure 1-1 Create Environment Group screen**

## Starting With Oracle Health Revenue Cycle and Consumer Management Platform

You can activate, provision, and manage subscriptions to Oracle Health applications using Oracle Health Revenue Cycle and Consumer Management Platform. This includes products such as Oracle Health Patient Administration and Patient Portal.

First, you complete the Oracle ordering and contracting process. You procure subscriptions from Oracle Health by signing up and creating an organization on an Oracle Health marketing website. This action creates an order, activates the order, creates customer tenancy, and deploys required applications.

After signing up, you use the Oracle Health Revenue Cycle and Consumer Management Platform portal, where you can customize and access your environments. The portal unifies the experience across all Oracle Health applications and services.

During this initial offering, an Oracle representative will work with you and send you a URL for the portal where you can access Oracle Health Revenue Cycle and Consumer Management Platform services. Environments are provisioned using the latest model experience by applying smart defaults. You will receive an “out of the box” model experience through one application experience (console).

## First-Time Login

Applications will be upgraded and patched periodically with minimal customer impact to provide a consistent and reliable upgrade experience ensuring compliance with Oracle Health security standards.

You can manage all users and access roles centrally using OCI Identity Domains, and bring your own IDP.

## Provisioning Details

Oracle Health Revenue Cycle and Consumer Management Platform deploys cloud-onboarded applications through automation.

Two different environments are for different purposes: the Production environment is where the work happens, while the Testing environment is for training and testing.

## Deployment Process

Oracle Health Revenue Cycle and Consumer Management Platform provides engagement through a standard system to interact with your applications. The deployment process proceeds through steps that allow you to select and deploy products for your organization.

## Subscriptions

When your organization purchases products, they have a subscription for a certain duration. You can check the subscription status in the environment.

### Subscription Status

Status	Description
Active	Subscription is active and available for all work functions.
Expired	Once the subscription is past its end/renewal date and there is no renewal order booked, the subscription is considered expired. Note that in most cases renewals come in before the end date and in some cases the renewal comes in after the subscription end date.

Status	Description
Suspended	Suspension of a subscription may be initiated by the business system in case renewal does not come in after the expiration grace period (30 days after subscription end/renewal date that is referred to as Expiration). Subsequent to suspension grace period if the renewal does not come in, subscription termination is initiated.
Terminated	Subscription termination results when a customer decides not to renew their Oracle Health subscription after suspension. Once the subscription is terminated, the application is deleted. No customer data is available through Oracle Health Revenue Cycle and Consumer Management Platform products after termination; however, clinical activity data will not be destroyed as per regulatory requirements.
Resume	You can resume the subscription after it reaches the Suspended state. In this scenario, access to Oracle Health applications can be reinstated.

## Environment Groups

Oracle Health Revenue Cycle and Consumer Management Platform controls how environment groups are created for your environments.

Use Oracle Health Revenue Cycle and Consumer Management Platform to select subscriptions and create an environment group that you can deploy to your healthcare facilities. The environment group contains applications from one or more subscriptions.

The screenshot shows the 'Environment Groups' management interface. At the top, there's a title 'Environment Groups' and a descriptive paragraph. Below this is a search bar with a magnifying glass icon and a 'Search' button. Under the search bar, there's an 'Applied Filter' section showing 'Compartment: icmdev (root)'. A 'Create Environment Group' button is located below the filter. The main area contains a table with columns: 'Name', 'State', and 'Created'. One entry is visible: 'Redwood Clinic' with a state of 'Active' (indicated by a green pill) and a creation date of 'Month DD, YYYY, HHMMSS PM PST'. To the right of the table, there's a vertical menu with options: 'View Details', 'Move Resource', 'Edit', and 'Copy OCID'.

## Environments

There are two types of environments: Production (where users perform their tasks) and Testing (for training and testing).

For every subscription, the branding creates a Production and a Testing environment. This allows for testing and training purposes.

Environment have different lifecycles based on the point of creation, deletion, and whether they are active.



Lifecycles can be one of the following categories: active, creating, updating, deleting, or deleted. You can access details on the lifecycle of an application in the environment.

## Terminology

It can be helpful to learn a few terms so that you understand how the Oracle Health Revenue Cycle and Consumer Management Platform application works within the Oracle Cloud Infrastructure.

### Terminology

Term	Description
Oracle Cloud Infrastructure	Oracle Cloud Infrastructure (OCI) provides cloud services that enable you to run applications and services in a hosted environment. OCI provides high-performance compute capabilities and high storage capacity in a flexible network.
Subscriptions	A subscription contains one or more Oracle Health applications that your organization purchases from Oracle.
Tags	A tag provides additional metadata to resources and can be free-form or already defined. You can add tags to locate related items in your applications.
Work Requests	A work request is an activity log that tracks each step in an asynchronous operation. Use work requests to monitor the progress of long-running operations.
Lifecycles	The current status of an application. The lifecycle can be any of the following: Creating, Active, Disabled, or Deleted.

# 2

## Oracle Cloud Console

Oracle Health Revenue Cycle and Consumer Management Platform is hosted on Oracle Cloud Infrastructure (OCI). The Oracle Cloud Console provides management of the environments where you provision, run, and maintain your Oracle applications. It incorporates security features where your users can connect to applications over the Internet.

### Oracle Cloud Infrastructure

Oracle Cloud Infrastructure (OCI) provides cloud services that enable you to build and run a range of applications and services in a hosted environment. OCI provides high-performance compute capabilities and storage capacity in a flexible network that is securely accessible.

The Oracle Cloud Console allows you to connect with OCI and provides an interface to create and manage instances, cloud networks, storage volumes, and users.

Oracle performs periodic environment maintenance on your behalf. You will be notified before any maintenance occurs.

### Activate Your Account

You can activate your account in the Oracle Cloud Console.

If you are a new Oracle Cloud customer, follow the steps to activate your account:

1. Open the email you received from Oracle Cloud, and review the details.
2. Click **Create New Cloud Account** at the bottom of the email.  
Your web browser opens, displaying the sign up form.
3. Enter **First Name**, **Last Name**, and **Email Address**. The email address is also the username for signing in to the account.
  - The user you specify here will be the first administrator to access the account and can create other users.
  - This user also has full administrator permissions in your organization's account.
4. Enter a **Password** and confirmation.
5. Enter a **Tenancy Name**. This is also called your cloud account name. When choosing a tenancy name, be aware of the following:
  - The tenancy name or cloud account name is used to identify your account.
  - The name is also used to create the URLs to access your cloud services.
  - Example: If your tenancy is "abccorp" the application URL might look like this:  
`https://abccorp-oracleservice.service.us.phoenix-1.ocs`  
The tenancy name must be unique, start with a lowercase letter and have no more than 25 lowercase letters or numbers. (You can't use spaces or special characters.)
6. Select a **Home Region** where your services will be hosted.

## Access the Application in the Cloud Console

You can access the Oracle Health Revenue Cycle and Consumer Management Platform application in the Oracle cloud console.

To access the application in the cloud console, perform the following steps:

1. Go to [cloud.oracle.com](https://cloud.oracle.com) or open the email you received from Oracle, and review the information about accessing the application in the cloud console.
2. Select **Open the Cloud Console** at the bottom of the email.
3. Your web browser opens, where you can sign in:  
Enter your cloud tenant name and select **Continue**.
4. Enter your username and password. Select **Sign In**.
5. The Cloud Console is displayed.

Select the application name under My Applications. The overview page for the application opens and the subscriptions are listed under the Service details.

# 3

## Create and Deploy Environments

Oracle Health Revenue Cycle and Consumer Management Platform provides a standard system to deploy your application environments. For healthcare workers and patients to start using your Oracle Health applications, you deploy them to the appropriate locations.

Subscriptions can contain one or more applications. After you deploy an application environment, you can add applications to the environment and deploy them again.

### Deploy Your First Environment

When you deploy your first environment, the subscriptions are listed on the screen. Your selection determines which applications are included in the environment.

In the deployment process you define a name, provide a description, add tags, and select an environment for the new environment.

### Create a New Environment Group

In the deployment process you define a name, provide a description, add tags, and select an environment for the new environment.

1. Open the Cloud Console and enter your tenant name (cloud account name). Select **Continue**.
2. Enter your username and password. Select **Sign In**.
3. Select **Create Environment Group** on the Environment Groups screen.
4. On the Create an Environment Group screen, enter information for the environment group name, compartment (or cloud resource group), and tags.

**Create an Environment Group**

To create an environment group, define the environment group name, add tags for additional metadata, select your product orders, and review applications and environments.

**1 Define environment group** Required

Define the environment group with a name and compartment (cloud resource group with defined permissions).

Environment Group Name  
Redwood Clinic

Compartment  
ocindv (root)

**Tags**

Add additional metadata to resources with free-form and defined tags.

Namespace	Tag Key	Tag Value
Default		

Add Tag

**2 Configure environment group** Required

**3 Review and deploy** Required

Steps completed 1 of 3

Cancel Previous Next

- Note:**

The compartment section automatically contains the compartment name of your organization.

5. Select **Next**.
6. In the Select Subscriptions section, a check mark is displayed next to the subscriptions. You can deselect any subscription that you want to remove from the environment, or keep the default of all available subscriptions.

The screenshot shows the 'Create an Environment Group' wizard in the Oracle Cloud console. The interface is in English (US) and the region is US East (Ashburn). The wizard consists of three steps: 1. Define environment group, 2. Configure environment group, and 3. Review and deploy. The 'Review and deploy' step is currently active, showing a progress bar at the bottom indicating '2 of 3' steps completed. The 'Select subscriptions' section lists two options: 'Oracle Health Patient Administration Cloud Service' (selected) and 'Oracle Health Patient Portal Cloud Service' (unselected). Navigation buttons at the bottom include 'Cancel', 'Previous', and 'Next'.

Cloud

Search resources, services, documentation, and Marketplace

US East (Ashburn)

### Create an Environment Group

To create an environment group, define the environment group name, add tags for additional metadata, select your product orders, and review applications and environments.

- 1 Define environment group  
Required
- 2 Configure environment group  
Required
- 3 Review and deploy  
Required

Language  
English (US)

#### Select subscriptions

Oracle Health Revenue Cycle applications provide an all-in-one solution for financial management, including patient administration, medical coding, and billing. Patients can easily access their health information through a user-friendly application.

Subscriptions

- ☒ Oracle Health Patient Administration Cloud Service
- ☐ Oracle Health Patient Portal Cloud Service

Steps completed: 2 of 3

Cancel Previous Next

7. Select **Next**. In the Review and Deploy section, the default selections are displayed.
8. Review the information and edit anything that you want to change by selecting the **Previous** button to go back to the relevant section.

Figure 3-1 Review and Deploy section

The screenshot shows the 'Create an Environment Group' wizard in the Oracle Cloud console. The wizard has three steps: 1. Define environment group, 2. Configure environment group, and 3. Review and deploy. The 'Review and deploy' step is currently active. Below the step indicator, there are two sections: 'Environment group' and 'Configuration'. The 'Environment group' section shows 'Name' as 'Redwood Clinic' and 'Compartment' as 'irxdev (1009)'. The 'Configuration' section shows 'Language' as 'English (US)' and 'Selected Subscriptions' as 'Oracle Health Patient Administration Cloud Service'. At the bottom, there is a progress bar showing 'Step completed' and '5 of 5'. On the right side, there are buttons for 'Cancel', 'Previous', and 'Create Environment Group'.

9. Select **Create Environment Group**.

## Create a New Environment

Complete the following steps to create a new environment group:

1. On the Environments screen, select **Create Environment**.
2. Add a name and description for your environment.
3. Select whether your environment type will be Production or Test.
4. Select values for group compartment and group.
5. Define any tags that you want to add.

**Figure 3-2 Define an Environment**

**Create an environment**

To create an environment, define the environment name, add tags for additional metadata, select your product orders, and review applications and environments.

**1 Define environment**  
Required

Define the environment with a name and compartment (cloud resource group with defined permissions).

Environment name  
Redwood Clinic Prod  
Required

Environment description  
Production environment for Redwood Clinic  
Required

**Environment type**

**Production**  
The production environment is where live applications run, accessible by end-users. It is optimized for performance, reliability, and security to ensure seamless user experience. Changes here are carefully managed to minimize disruptions.

**Test**  
The test environment is used for building, testing, and validating new features and updates before they are deployed to production. This environment allows for experimentation and troubleshooting without affecting live applications.

Environment group compartment  
recycledev (root)  
Required

Environment group  
Redwood Clinic  
Required

**Tags**  
Add additional metadata to resources with free-form and defined tags.

Namespace  
Default  
Tag key  
Tag value  
Add tag

6. Select **Configure Environment**.
7. Select an existing domain or create a new domain.

**Create an environment**

To create an environment, define the environment name, add tags for additional metadata, select your product orders, and review applications and environments.

**1 Define environment**  
Required

**2 Configure environment**  
Required

**Identity domain**

☐ Select existing identity domain

☒ Create new identity domain

Create in compartment  
ircmdev (root)  
Required

Domain name  
Redwood Clinic Identity Domain  
Required

Administrator's first name  
John  
Required

Administrator's last name  
Doe  
Required

Administrator's username  
john.doe  
Required

Administrator's email  
john.doe@oracle.com  
Required

☐ Use email address as username



8. Select **Review and Deploy**.
9. Review the information you've entered and edit if needed.
10. Select **Create Environment**.

# 4

## Administer Deployments

As administrator, you can do several things to help your organization in the deployment of health applications, such as adding tags to categorize resources and checking work requests to scan activity logs.

### Add Tags to a Resource

Tags provide a way of categorizing resources. After you implement tags, this will allow users to locate related items in your applications. You can add a tag at any point.

The tag provides a keyword or term to identify information. Tags are part of a key-value pair to describe and organize information.

1. Open the Cloud Console and enter your tenant name (cloud account name). Select **Continue**.
2. Enter your username and password. Select **Sign In**.
3. On the Overview page, select **Environments** from the menu.
4. Select the application where you want to insert the tag.
5. On the Environment Details page, select **Add** from the bottom of the Resources menu.
6. From the drop-down list, select a namespace for the tag. Or type a free-form tag name in the field below.

**Figure 4-1** Manage Tags screen

The screenshot shows the 'Manage tags' interface. At the top, there's a header with 'US West (Phoenix)' and various icons. Below the header, the title 'Manage tags' is displayed. A descriptive text says: 'Categorize and organize your resources by applying descriptive tags to them. You can then identify and locate them faster when you use filters.' Below this, there's a table with three columns: 'Namespace', 'Key', and 'Value'. The first row has 'Namespace' in the first column, 'Key' in the second, and 'Value' in the third. The second row has 'None (add a free-form tag)' in the first column, 'Key' in the second, and 'Value' in the third. Each row has a small 'X' icon to its right. At the bottom right, there's an 'Add tag' button.

7. From the drop-down list, select a key for the tag. Or type a free-form key in the field below.
8. From the drop-down list, select a value for the tag. Or type a free-form value in the field below.
9. Select **Add Tag**.

## Move a Resource

You can move a resource to a different location.

1. On the Environment Groups page, right-click on the environment and select **Move Resource**.
2. Select the destination compartment for the resource and select **Update**.

## Check on a Subscription

Subscriptions on your products are for a certain duration.

- See the [OCI Subscription Service](#) page for more information about checking the duration and status of a subscription.

## Monitor Work Requests

A work request is an activity log that tracks each step in an asynchronous operation. Monitor work requests to check the progress of long-running operations.

- Monitor work requests by selecting **Environment > Environment Details > Work Request**. Select a specific request to view the details for that request.

## Rename an Environment

You can rename your environments. This applies to both Production and Testing environments.

1. On the Environment Groups page, right-click on the environment and select **Edit**.
2. Enter the new name of the environment and select **Update**.

# 5

## Administrative Console

Oracle Health Revenue Cycle and Consumer Management Platform administrative console is the platform used for configuring and administering your organization's Revenue Cycle experience to meet your organization's needs and operating procedures.

This user guide is intended to assist system administrators who oversee setting up Revenue Cycle applications for their organization to understand how to use the landing page.

## Access Revenue Cycle and Consumer Applications

Access is based on your organization's role-based security policies. If you need access, but do not have it, contact your IT administrator.

### Access Oracle Cloud Console

You must first select an environment to use this functionality.

1. From the Oracle Cloud Console, enter your tenant name (cloud account name). Select **Continue**.
2. Enter your username and password and select **Sign In**.
3. From the Overview page, select **Environments**.
4. Select the environment you want to access.
5. On the Environment Details page, select the **Oracle Health Applications** link to access your Revenue Cycle and Consumer applications. You can bookmark or copy this link for future use.

### Access Applications

You can now select and open applications as needed.

1. Select **Oracle Health Applications**.
2. Enter your username and password, and select **Sign In**.
3. Select the Revenue Cycle and Consumer application that you want to access. Only applications that are purchased as part your site's contract are displayed. You can also search for deployed applications.

### Modify Location Settings

You can modify settings based on your facility's location.

1. Select **Oracle Health Applications**.
2. Enter your username and password, and select **Sign In**.
3. Select **Setup Oracle Health Revenue Cycle Applications**.
4. Expand **Confirm Region Profile** and select your language preference.

5. Select **Customize** to change your currency, date format, and number format settings.
6. Select **Submit**.

# Glossary

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