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Commission and Rebate Admin Process Evaluation

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Commission and Rebate Admin Process Evaluation

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Company "X" provides products and services for healthcare providers. Their divisions include medical, dental, and animal health. They are currently parallel processing the commissions, rebates, and administrative fees on a monthly basis with the outsourced healthcare technology organization Vendor "Y". Vendor "Y" tries to enable better patient care and provide savings for the healthcare community by maximizing automation, efficiency, and accuracy of business processes. Though Vendor "Y" seems to be a solid solution, staff members within the medical, dental, and animal health divisions are dissatisfied with how the company handles the commissions, rebates, and administrative fees processes. Company "X" staff feels that much of the data manipulation work performed by Vendor "Y" is suspect, lacks quality, has poor error checking and correcting, or is completely untrustworthy to the point that the entire process is replicated in-house.

After thoroughly examining the processes in each division, the final recommendation of the team is to ultimately terminate all aspects of the Vendor "Y" contract. Company "X" has the ability to bring the processes in-house by utilizing the Oracle ERP system. With a plan of action, Company "X" is in the position to terminate the contract without jeopardizing the internal processes. Company "X" has to focus on closing the data gaps with its distributors to improve the quality and formatting of tracing reports, automate the processes in each division, and ultimately import all of the processes from Excel into Oracle.