

SATISFACTION

- Reduce the complexity of sending medical loss ratio rebates
- Ensure accuracy by using member payments information already on hand
- Accelerate funds delivery for recipients through digital ACH disbursements

SAVINGS

- Reduce costs of processing and sending physical checks
- Increase staff efficiency in disbursing MLR rebates
- Virtually eliminate the cost of escheatment management

SPEED

- Avoid mail delivery delays, including lost or unopened checks
- Disburse funds quickly through digital channels, including ACH and debit cards
- Deliver disbursement notifications to accelerate the payment process

Digitize and Simplify Medical Loss Ratio Rebate Payments

ACI's digital disbursement services, part of the comprehensive ACI Speedpay® solution, give health insurers an easy way to ensure the timely delivery of medical loss ratio (MLR) rebate payments, increasing both savings and efficiency. Through digital disbursements, health insurers can:

- Reduce friction for payments sent to members
- Speed the receipt of payments while saving on delivery costs
- Increase administrative and operational efficiencies

The Market Challenge

Since the passing of the Affordable Care Act (ACA), the MLR requirement mandates health insurers to limit the portion of premium dollars spent for administration and marketing costs and puts a cap on profits. ACA requires health insurers that cover individuals and small businesses to spend at least 80 percent of their premium income on healthcare claims. If the 80 percent threshold is not met, a rebate in the form of a refund payment or credit against future premiums must be issued.

The process of issuing millions of individual physical checks can be overwhelming. Checks are expensive, and consumers may not have the correct physical address on file. The average cost of sending a check (including printing, stamps and mailing) is a significant one. Insurers must also bear additional costs to manage the escheatment process involved with checks that go uncashed.



ACI Worldwide is a global leader in mission-critical, real-time payments software. Our proven, secure and scalable software solutions enable leading corporations, fintechs and financial disruptors to process and manage digital payments, power omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with a local presence to drive the real-time digital transformation of payments and commerce.

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The ACI Solution

ACI's digital disbursement services eliminate costs of mailing and processing physical checks. Through digital disbursements, parties can receive funds faster, creating greater consumer satisfaction — and at a fraction of the cost of a check. The digitized process also removes the friction of traditional MLR rebates by drastically reducing paperwork and delays, as all parties work within a role-based portal.

The ACI Advantage

ACI has years of demonstrated success helping health insurers save money while increasing member satisfaction. ACI's digital disbursement services extend our capabilities in helping insurers meet the needs of members by making it easier, faster and more cost-effective to send MLR rebates.

Digital ACH disbursements are far more convenient for both your internal staff and members. 72 percent of consumers prefer digital options for paying healthcare premiums,¹ showcasing the need for health insurers to satisfy digital demands for both payments, refunds and reimbursements. With the member's digital payment method on file, insurers can quickly and easily send MLR rebates directly to a member's preferred account.

Addressing escheatment is another benefit of ACI's digital disbursement services. Whether sent to a wrong address, lost in the mail or mailed to a member who is unaware of why they are receiving a check, uncashed checks can cause expensive headaches for insurers. Digitally distributing MLR rebates avoids each of these issues, virtually eliminating the handling and expense of escheatment.

ACI's digital disbursement services are highly configurable to meet your needs and give you the option to set rules on when disbursements can be initiated. The solution also offers branding capabilities for both web and mobile experiences.

Digital disbursement services is one of many different services in the ACI Speedpay solution — a comprehensive, integrated platform proven to raise customer satisfaction 25%.²

ACI does more than power electronic payments — we empower your business success.

See how ACI's digital disbursement services can improve your claims experience — visit aciworldwide.com/products/disbursement-services.

¹ 2022 ACI Speedpay Pulse

² ACI customer data