



Business Profile

Physician sponsored HMO

Industry

Insurance

Solution

ICM by CallidusCloud

Key Benefits

- Single platform to manage compensation for both internal and external producers
- Streamlined processing and payout efficiency
- Improved responsiveness and communication with brokers and agents

Physicians Health Plan Simplifies Commission Payout Processing with ICM

Founded in 1983, Physicians Health Plan of Northern Indiana, Inc. (PHPNI), is a physician-sponsored not-for-profit health maintenance organization focused on preserving the community's access to quality, affordable healthcare. PHPNI is locally sponsored and governed by area doctors and business representatives committed to supporting the patient/physician relationship and wellness healthcare options for better health choices.

Project Background

Prior to working with CallidusCloud's ICM, PHPNI managed their sales commission and incentive compensation program for internal account executives, account managers and external brokers using three separate legacy systems and three different manual processes.

Business Challenge

Attempting to manage the commission payout process using disparate systems created serious inefficiencies and data redundancy for PHPNI. With data residing in multiple silos across the company, PHPNI staff needed duplicate processes to track broker information across different departments, including sales, operations and finance. In addition, cutting checks to brokers, transferring bank files and mailing statements using different platforms created additional frustrations and higher administrative costs. The legacy system could not support broker online access to commission information and historical statements.

Project Approach

To improve efficiency and simplify their operation, PHPNI business and IT leaders determined the need to consolidate all commission and incentive compensation payout processing onto a single system. PHPNI selected CallidusCloud's ICM System as the core platform to improve automation and reduce complexity in this operation. ICM is a highly-configurable system built to support rapid deployment, ease of use and reduced operational complexity.





“...Extensive configurability, workflow and automation features help PHPNI staff achieve greater productivity calculating payout, issuing checks, transferring funds, mailing statements and tracking results.”

Dustin W. Crider
Corporate Controller
Physicians Health Plan

“The ICM team pushed us as an organization at every juncture of the project to ensure the end product was the most robust possible,” said Dustin Crider, corporate controller for PHPNI. “When we began looking at systems, payment of internal account executives and account managers was not within the scope of our project plan. The ICM implementation team identified this as a possibility and, as a result of their desire to deliver a product that addressed as many of our business needs as possible, this expanded capability to pay all internal and external producers using ICM was included in the project scope.”

“The level of customer service provided by the ICM implementation team went beyond anything I have experienced in quite some time,” said Crider. “Anyone looking into the ICM system can rest assured that CallidusCloud consultants will ensure the project gets done and meets or exceeds expectations.”

Business Results

Working together, CallidusCloud and PHPNI successfully migrated all of PHPNI’s commission and incentive compensation payout processing onto the ICM platform, eliminating the need to maintain separate databases and processing systems. Simplified integration enables PHPNI to capture data from any number of external sources into a single database. Extensive configurability, workflow and automation features help PHPNI staff achieve greater productivity calculating payout, issuing checks, transferring funds, mailing statements and tracking results. “I am extremely pleased with the efficiencies we have been able to realize in these areas of operation,” said Crider.

“Comments from our brokers on the quality of our new commission statement format have been very positive,” said Crider. “One of our brokers recently told us that our commission statement is the best format of all the carriers he works with.”

“Moving all of our processing onto the ICM system will enable us to eliminate the duplicative efforts previously needed to keep track of broker payout and performance information,” said Crider. “Overall, I am very satisfied with the CallidusCloud team. They have worked very hard to get us where we are today with the ICM System.”





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About ICM

CallidusCloud ICM integrates with existing systems and supports end-to-end automation of your business processes, limiting your overpayment expenses and enabling you to support corporate strategy in your commission and bonus plans.

For more information on ICM by CallidusCloud, visit:

<http://www.calliduscloud.com/products/icm>

Or call **(+1) 610 668 1870**

