

# MEDNEXT 10

## FAQ Sheet

The **business questions** you need to ask for your health insurance business

**1** | **Is the system multilingual?**  
Yes, it is an out-of-the-box product feature.

**2** | **Is the system supporting multi-currency?**  
Yes, it is an out-of-the-box product feature.  
More specifically:

- / Products can be configured in different currencies
- / Different currencies can be used in the definition, calculation, and storage of amounts
- / Product rules, premium definitions and commissions can be configured in multiple currencies
- / Claims processes allow the calculation and storage of the amounts in:
  - Invoice currency
  - Payment currency
  - Product currency

All screens of the system modules show the currency of the displayed amounts.

**3** | **Can the system handle flexible incentives for a product? For example, to handle different prices for different areas of cover or different prices for various affinity partners.**  
Yes, it is an out-of-the-box product feature.

**4** | **Can the system handle the transfer of a policy to an upgraded (different) product at the point of renewal or during the same policy year?**  
Yes, it is an out-of-the-box product feature.

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**What are the support arrangements for your customers? Do they contact your company directly or is relying on its partners to provide the customer support?**

Support is provided directly by the experienced and award-winning MRHT team.

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**Is reinsurance supported?**

Yes, it is an out-of-the-box product feature.

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**Does MEDNEXT 10 support custom premium calculation formulas?**

Premium calculation is a major competitive advantage of MEDNEXT 10, as it lets users without support configure any number of computation components (e.g. risk premium, commission, tax, stamp, regulatory fee, discount, etc. ) and combine all of them in a custom-computation formula.

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**Can endorsements be handled massively via file uploads?**

Yes, it is an out-of-the-box product feature.

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**Is there a claims upload facility for inpatient and outpatient claims?**

Yes, it is an out-of-the-box product feature.

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**Does system support plan or benefit switching? For example, different benefits to be activated upon renewal, to replace the original benefits.**

Yes, it is an out-of-the-box product feature.

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**Is commission facility available?**

Yes, it is an out-of-the-box product feature.

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**TPA interface facility available?**

MEDNEXT 10 includes Partner module that supports different partners in various geographies (TPAs, providers, fronting partners). This is also used to configure rules based on their contracts (fees, discounts, etc). Integration with system is done via the MEDNEXT 10 RESTful.

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**How MEDNEXT 10 handles provider SLAs?**

MEDNEXT 10 is enabled with out-of-the-box SLA monitoring capability.

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**Is MEDNEXT 10 GDPR compatible?**

Yes, GDPR compliance comes out-of-the-box.

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**Can MEDNEXT 10 detect fraud, waste, and abuse?**

Yes, MEDNEXT 10 comes with FWA detection capabilities. More specifically there is a claim scoring engine that assigns a score to each claim based on suspicious activity from member, family or provider.

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**How flexible MEDNEXT 10 is in the creation of rules to handle eligibility checks, co-payments, limits, etc.?**

This is one of the major advantages of MEDNEXT 10:

The ability to create custom rules without development or IT help.

17

**Does MEDNEXT 10 have the ability to manage self-funded schemes and Administrative Services Organizations (ASO)?**

Yes, it is an out-of-the-box product feature.

18

**Does MEDNEXT 10 support complex policy structures (e.g. multinationals)?**

Yes, MEDNEXT 10 supports group policy structures with complex hierarchies and legal entities.

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**Is MEDNEXT 10 user-friendly?**

MEDNEXT 10 is a role-based, web application, with a modern, user-friendly interface. Additionally, the workflow and task management capabilities and the automation features, are designed for productivity and efficiency.

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**How communication and collaboration with members and providers is achieved?**

MEDNEXT 10 comes with out-of-the-box capability to send both external communication to members or providers and internal communication to other MEDNEXT 10 users.

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**Can documents be attached to policies and claims?**

Yes, it is an out-of-the-box product feature.

22

**How is MEDNEXT 10 licensed?**

MEDNEXT 10 can be licensed in two ways:

1. Perpetual license plus annual maintenance
2. Annual subscription

The **technical questions** you need to ask for your health insurance business

1

### **Is the system modular?**

Yes, the System is fully integrated but alternatively can also be deployed in a modular. More specifically, MEDNEXT 10 can be deployed as a:

1. Claims management system
2. Policy administration system

2

### **Do you support on-premise & cloud implementation?**

Yes, MEDNEXT 10 is cloud-ready and can also be deployed on premise.

3

### **Availability of messaging, alerting services?**

Yes, it is an out-of-the-box product feature.

4

### **What type of customization does MEDNEXT 10 support?**

MEDNEXT 10 can be customized to extend the existing functionality of the system, following a documented customization framework.

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### **Is MEDNEXT 10 customizable only by Munich Re Health Tech?**

The customer or a preferred partner can also undertake the effort of customization, as long as they comply with the documented customization framework.

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### **Is MEDNEXT 10 workflow enabled?**

Yes, MEDNEXT 10 is workflow enabled and task oriented.

7

### **What is the integration capability of MEDNEXT 10?**

MEDNEXT 10 comes with a REST API that can be used for integration with other systems.



# What is next?

## **MEDNEXT 10**

**Need more information?**

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Visit us [here](#)

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