

Overview of Two Way Query Messaging

Following the raising of a query by the receiver of an original GRLC message, further Acknowledgement messages may now be sent between sender and receiver parties to pursue resolution of the query.

To be adopted by the Ruschlikon community during Q4 2018 and CSRP in Q1 2019 (aligned to CSRP's proportional treaty delivery), the two way query messaging introduced with GRLC standard version 2016-10 provides a significant enhancement in query resolution by:

- Allowing partners to manage queries as structured message workflows
- Eradicating the need for off-line intervention
- Ensuring full auditability & workflow responsibility
- Enabling accurate cycle time reporting, including participant touch points
- Providing structured insights into query resolution, allowing root causes to be systematically resolved

Link to overall E-Accounting Benefits

Efficiency gains:

- Best practice process resulting in faster payments
- Improved cash flow with the potential to achieve daily payments
- **Prompt query resolution, handled early in the process, directly between technicians**
 - Clarity over which organization owns the next action
 - Ability for senders and receivers to generate chaser messages to minimize delays
- Avoidance of re-work and re-keying errors making straight-through-processing possible
- Technicians' time freed to focus on value-adding activities
- Better customer service through faster settlement of approved claims

Data quality and transparency:

- **Standard data and process delivers greater transparency**
 - Facility to submit documents with query responses
 - Allocation of 'issue references' to easily identify specific items
- Core accounting and claims data shared on ACORD standards with supporting information delivered alongside structured data
- **Improved controls and communication**
 - Easy integration with workflow systems, assisting organizations to manage queries
 - Identification of internal training requirements, leading to reduction in future query rates
- Only approved transactions can be paid, eliminating the risk of unreconciled cash accumulation

Message Types

A new data element of <QueryFlowType> has been introduced to identify the specific activity being performed. The types of Acknowledgement message now available within the query routine are:

