

# OrboNation Newsletter: Healthcare Payments Edition November 2021



## Corporate Sustainability: How RCM Technology Contributes to a Greener Future

The subject of sustainability has entered the mainstream over the past few years. The current generation of workforce and consumers are looking for organizations and businesses to focus on sustainability, where companies are focusing on how their operations and products are affecting the environment -- leading to a better and greener future.

This is a particular focus of OrboGraph and its parent company, KLA Corporation (Nasdaq: KLAC). In the most recent Global Impact Report, KLA describes its efforts to contribute to a greener environment through innovation...



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## Healthcare Tech Outlook: OrboGraph Recognized as Top 10 Healthcare Interoperability Solutions Provider

In the recent October 2021 edition of *Healthcare Tech Outlook* magazine, OrboGraph has been recognized as a Top 10 Healthcare Interoperability Solution Provider. This is an honor that is awarded annually to companies that are at the forefront of providing healthcare interoperability solutions and positively impact the industry. As we have noted in a previous blog post...

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## Modernizing Claims Payment to Improve Member Experience and No Surprises Act Compliance

An article at *Health Payer Intelligence* doesn't mince words when it comes to the importance of staying technologically up-to-date with healthcare claims processing: Delivering an optimal member experience is key to payer success. Modernizing processes may be what payers need to unlock that door. A recent survey found that payers offering consistent digital member...

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## "No Surprises Act" Could Bring Unexpected Transparency, Innovation to Healthcare Payments

We've been providing updates on the No Surprises Act (NSA) and Transparency in Coverage rule recently issued by the Biden Administration (NSA transparency rules are already in force for providers, and payer rules are going into effect in 2022) and their potential effects on the healthcare payments industry. While the new legislation will create challenges, Amanda Eisel, CEO of...

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## Virtual Experiences: The Matrix vs. #OrboZone

Have you seen the new trailer for *The Matrix Resurrections* -- in theaters and HBO on December 22, 2021? Watch it again below.

The *Matrix* film franchise (see Wikipedia page) has many interesting characters, including Morpheus, who said: "Unfortunately, no one can be told what the Matrix is. You have to see it for yourself." - Morpheus (The Matrix...

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## Negative Payment Experience: 63% of Patients Willing to Switch Healthcare Provider

Anyone who doubts that healthcare expectations have become more and more shaped by mainstream consumer experiences hasn't been paying attention. PYMNTS.com surveyed 3,546 U.S. adults who have received healthcare services in the last year, and in their report -- *The Payment Cure: How Improving Billing Experiences Impacts Patient Loyalty* -- 63% of patients...

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## The Matrix AI: "Remember, all I'm offering is the truth. Nothing more."

We previously took a look at the similarities and differences between the *Matrix* experience and OrboGraph's OrboZone experience. Both offer a truly dynamic experience, so we would be remiss not to take a deeper dive into another key pillar in the *Matrix* film series: The AI driving the Machines. With the release of *The Matrix Resurrections* Trailer (see below), we can...

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