ACCELERATE CLAIMS MANAGEMENT
Claims management is critical to an insurer’s success. Done right, it solidifies customer relationships, aids in regulatory compliance and prevents fraud. With so much at stake, why is claims management the least efficient process in a life insurance company’s operations?

CSC’s Customer Service Accelerator® gives insurance companies a common view of all policies and claims across any channel including call centers, Web portals and mobile devices. The claims management component of CSC’s Customer Service Accelerator helps claims staff process claims quickly and accurately with a centralized work management system. Its Web-based front end easily integrates with all policy administration and reinsurance systems to give users a common look and feel for multiple types of claims:

• Death
• Waiver
• Accelerated Death
• Disability Income
• Long-Term Care (Coming Soon)
• Medicare Supplement (Coming Soon)

The component helps companies eliminate most paper-based processing tasks, integrate third-party information vendors into the process and automate the approval of certain claims. You can expect to improve productivity by at least 15 percent and as much as 50 percent, depending on your product portfolio and level of automation.

Streamline Your Processing Environment
The claims management component streamlines your processing environment and helps you:

• Automate manual tasks and entire work processes
• Automatically route work to best available resource
• Measure performance by department, team or individual employee
• Track e-mails, calls, correspondence and faxes
• Speed retrieval of documents
• Foster best practices across your organization.

CLAIMS MANAGEMENT: A COMPLETE CLAIMS SOLUTION

PERFORMANCE METRICS AND MANAGEMENT REPORTING

ADMINISTRATION SYSTEM INTEGRATION
IMAGE AND WORKFLOW/CORRESPONDENCE
BUSINESS RULES AND CALCULATIONS
Increase Productivity, Cut Costs
The claims management component of Customer Service Accelerator gives contact center staff, back-office employees and examiners a single desktop for managing the entire claims process — from notification through payment and other follow-on processing.

The component lets you calculate benefits and set up payments through multiple administration systems, reducing the complexity associated with multiple product lines. With image and workflow capabilities, including work assignment, correspondence creation and requirements gathering, you can eliminate manual work and paper-based processing.

At any point in the life of the claim, claims personnel or supervisors can check its status and electronically access all details, including correspondence and requirements documents. All types of notifications — phone calls, letters, faxes and e-mails — are archived while users enter relevant claim details into the system. Claims are initially screened for previous claims and other policies.

Streamline Workflow
When a claim is created, the claims management component automatically establishes a claim number and assigns the case to an examiner or other qualified staff member. The system’s business rules let you tailor workflow and assignments to distribute workloads and to match the best-suited examiners to each claim situation. Low-value claims can be processed automatically with minimal staff intervention.

After the appropriate policies are associated with a claim, the system determines a list of requirements, matches all incoming documents to each claim and follows up on overdue tasks automatically. It also integrates easily with third-party information sources to provide immediate access to requirements data.

The system identifies all designees and other parties to each claim, and any special handling that may be needed. You can take advantage of its support for automatic calculation of benefits while still being able to add manual adjustments. Built-in steps for quality assurance and approvals help eliminate errors.

Open Up Your Options for Claim Disposition
The claims management component lets you set up a full range of settlement and payment options. It allows easy addition of payees, interest calculation and payment adjustments, and it generates correspondence for claims that are denied. The component integrates with financial processing systems to trigger disbursements automatically, and it provides full support for generating explanation of benefits statements. After the claim is paid, the system also supports any follow-on activities such as statements of continued disability.

Gauge Processes and Productivity
The claims management component gives you accurate, up-to-date information to help manage claims processes. Its reporting capabilities extend well beyond the features offered by traditional claims and workflow engines. The software generates comprehensive reports for work management, such as cycle time and productivity; and claims information, such as claim amount, age and product type.

Future-Proof Your Technology
Claims Management Accelerator surrounds and extends your back-end processing systems. The open, service-oriented architecture features:

- Browser-Based Deployment— fully supports rich Internet applications
- Ease of Integration — complies with CSC’s enterprise integration architecture to access multiple systems and third parties
- Business Process Management — distributes work automatically based on business rules
- Common Software Front End — surrounds all systems and deploys an easy-to-use interface that simplifies training.

The multi-tier architecture features a client/presentation tier for implementing rich user-interface delivery channel views, a BPM tier for business process choreography, a business services tier for access to business services and data, and a data services tier for access to enterprise application services and data.

Simplify Claims Processing
The claims management component of Customer Service Accelerator can simplify your claims process for customers, employees, producers and third parties. It’s an innovative way to deliver fast and accurate services on a wide range of claims — while cutting administrative costs.

For more information about Customer Service Accelerator and its claims management component, call 800.345.7672 or send an e-mail to inforequests@csc.com.