

Advanced Claim Management with PowerSuite® Claims

Overview

Want to improve your claims processing and work in a seamless, paper-free claims department? PowerSuite Claims is an advanced claim solution that allows your claims department to manage the entire lifecycle of the workers' comp claim from first report to settlement in a paperless environment. PowerSuite Claims' advanced processing has a proven track record of expediting the loss report and assignment process and has provided our customers significant savings in loss adjusting expense. You can also take advantage of PowerSuite Claims' ability to automate the settlement of simple injuries without adjuster intervention.

PowerSuite Claims allows you to extend the claims department beyond your walls with our web-based FNOL component. This allows agents, customers, and call centers to quickly enter claims through a directed workflow. Additional tools included support rapid entry and assignment integration with bill review solutions; ability to transmit letters through email rather than paper; and integration to NCCI, state DOI's, and ISO. Of course, PowerSuite Claims captures loss information, supports reserving and settlement payment transactions, produces correspondence, and all of the other core functions you need. We have been developing claims solutions for more than 20 years and have delivered Java™ solutions since 2000.

Insurance Claims Processing Solution

Effective claims management is key to success and profitability. Carriers, self-insureds, administrators, and employers understand the value of claims automation to tightly manage the entire claims process, maintain strong financial controls, and elevate the company's employees to activity-based knowledge workers that handle exceptions. PowerSuite Claims is a modular, component based core claims processing insurance platform

designed to arm the insuring community with the tools and processes to meet these claims challenges.

Satisfies Your Business and Technology Needs

- Flexible, extensive data capture for quick reporting and intelligence
- Extensive information to proactively manage claims
- Diary and alerts that mobilize and focus the workforce on those claims that require their expertise. Routine claims can be effectively and efficiently managed with the system's rule-based, auto-adjudication facilities
- Case management capabilities for complex claims to track costs, parties, and forums to resolve the claim to the best outcome for all involved
- Industry leading financials providing unparalleled flexibility and control of claims reserves and payments
- Accurate and efficient payment processing and bill processing within the confines of the system's robust, yet flexible, financial controls
- Extensive data capture to truly leverage the information assets available within the system's fully documented data structures
- Advanced business intelligence, data mining and executive dashboards, enabling you to make more informed business decisions.

All of these benefits are achievable on PowerSuite Claims' open systems, standards based platform which is flexible enough to help the insuring community achieve business goals today and well into the future.

Don't Compromise. . .

PowerSuite Claims delivers: end-to-end. *PowerSuite Claims leads the market in claims processing functionality. Here's why...*

Product or Service Feature

Client Value

Sophisticated and flexible claim search.

Maintain customer intimacy and drive higher customer satisfaction by giving your customer service representatives the tools they need to rapidly find and respond to customer information requests.

PowerSuite Claims' robust search facilities and customer centric model put all of your customer accounts, policies, and claims information at your end users fingertips.

Complete lifecycle claim support from first notice through claim closure.

A single software solution for all claims processing needs eliminates the need for unnecessary interfaces and multiple technology platforms to maintain.

PowerSuite Claims supports the First Report of Injury process. With standard formats that support the collection of ACORD and IAIABC data, PowerSuite Claims also provides functionality for collection of state-specific data, early duplicate checking and minimal data entry to register a new claim, as well as automate coverage verification for streamlined claim entry. Data collection includes but is not limited to:

- Occurrence / Injury Details
- Claimant / Wages Details
- Treatment, Insured, Carrier and Jurisdictional Details
- Client Specific Cause of Loss Codes, ICD Codes
- Claim Milestone dates (Date opened, Date Closed, Date Re-opened, Date Re-closed), Claim Status
- Alias Numbers (for externally assigned numbers)
- Assignment Details (for internal assignment of claim)

PowerSuite Claims is designed to support early decisions in the claims adjudication process which serves to minimize exposure so that proactive claims management can begin as early as possible:

- Data collection as early in the process as possible assists in the control of the downstream adjudication process and promotes a managed approach ensuring liability is appropriate and plans can be established to minimize losses
- Early duplicate checking eliminates redundant data entry and equips the user to eliminate duplicate claims.

Enhanced productivity, flexibility and response time to claims processing.

Integration capabilities for the following (capability levels vary):

- Policy systems integration both to PowerSuite Policy and other Policy products
- Regulatory reporting systems
- ISO transactional reporting
- ISO Claim index
- Medical Bill Re-pricing
- Check production
- Document management and imaging
- Client corporate accounting system
- Medical management tools

Nothing can destroy workforce productivity as quickly as inadequate systems integration and control. PowerSuite Claims' enterprise architecture and integration capabilities provide systems integration solutions that promote worker productivity and reduce costs.

Through effective system and data integration strategies, redundant data entry is eliminated, data accuracy is greatly improved, and customer, policy, claims, and financial data are within easy reach.

Sophisticated and intuitive claim status controls to provide user guidance and key validation points throughout the claim lifecycle.

Organizes the adjudication process to support key decisions and prevents any unauthorized financial commitments or expenditures prematurely.

PowerSuite Claims can manage all payments to providers in a configurable manner. This means:

- Providers can be authorized for payments for a specific period of time
- Providers can be blocked entirely from getting payments
- Providers can be opened up to receive payments for an Indefinite period of time
- Payments can be split between providers
- Payments can be pooled or not pooled depending on the individual provider
- Payments can be made by check and/or EFT
- Over payments to providers can be automatically recovered from future payments if desired.

The financial capabilities within PowerSuite Claims are designed to eliminate unnecessary payments and to control where payments are going. PowerSuite Claims is designed to:

- Minimize claims leakage
- Default to overpayment recovery where overpayments have occurred
- Allow flexibility to service providers effectively
- Control who can actually receive payments on a claim
- Increase efficiency by having one place to determine the parties involved in a claim
- Reduce costs by keeping users focused on value added activities promoting financial accountability and claims handling.

Claim maintenance facilities allow for:

- Injury detail maintenance
- Revised and updated claim dates
- New and updated occurrence and claim details
- New or updated medical and diagnosis coding data

Special handling instructions including overpayment recovery processes.

PowerSuite Claims collects and maintains extensive data that has been subjected to full referential integrity. PowerSuite Claims provides the foundation for true analysis and mining to understand the nature of risks and factors driving costs and processing efficiency.

Also, trigger fraud detection and auto-referrals to fraud department.

If more than one claim arises from the same occurrence, you can associate the claims together using the Multiple Claim Occurrence feature.

PowerSuite Claims allows you to see the total exposure across all the claims related to the Multiple Claim Occurrence in one location. PowerSuite Claims also automatically checks to see if the claim may qualify for a Multiple Claim Occurrence on claim entry.

PowerSuite Claims collects and uses complete data as it pertains to claim payments. Robust claims data includes:

- Pre-injury and post-injury earning capacity
- Earning from full and part time job
- Support all earning models
- Automatically uses earning in the calculation of indemnity benefits
- Support for jurisdictional wage and rate calculation
- Automatically recalculate indemnity as a result of a wage adjustment and set up the appropriate recovery and/or additional payment

PowerSuite Claims drives financial accuracy and regulatory compliance.

PowerSuite Claims automatically pulls the benefit rules associated to the state that governs the claim.

PowerSuite Claims supports child support payments.

PowerSuite Claims has an extensive reserving feature that support reserving at various levels. Features of the PowerSuite Claims reserving system include:

- Reserves can be set manually or via an automated third party reserving tool
- Flexible data capture of reserve detail across reserve categories, reserve expense types, and associated financial transactions
- Full reserve authorization checking and associated workflow
- All indemnity schedules and bill payments are checked against the appropriate reserve categories.

Unparalleled flexibility and controls characterize PowerSuite Claims' reserves and payments facilities.

The underlying scheduling automation, financial controls, and integrated task management maximize automation and worker productivity to keep knowledge workers focused on the tasks truly requiring their attention.

An independent benefit calculator and rules engine allows claim adjusters to create "what if" scenario calculations employing data already entered on the claim without materially changing any claim data.

Take the pain out of benefit and payment calculations while increasing reserve and payment accuracy. Let PowerSuite Claims' benefit calculator do the heavy lifting to immediately understand the true financial impact of claim benefit changes.

Complete medical bill and expense payment processing including:

- Sophisticated bill search
- Rapid bill entry supporting standard bill formats
- Duplicate and reserve checking
- Bill lifecycle management and validation in addition to cost-containment interfaces for bill review and re-pricing.

Payment issuance includes flexible and detailed payment tracking by medical and indemnity payment types, payment consolidation, payment transfers and check production and reconciliation to third party check production software. Full payment recovery facilities support subrogation, third party settlements, suspended benefits, overpayment recovery and claim recovery tracking.

Complete accounts payable, bill payment, and recovery facilities integrated within the product keep your financial data integrated with your cost drivers. With multiple levels of control and notification, PowerSuite Claims provides the platform to eliminate claims cost leakage and improve the bottom line.

Auto-claims adjudication based on customer defined rules and thresholds. Ongoing evaluation to take claims in and out of auto-claims processing depending on the attributes and information on the claim to provide the productivity of straight through processing with the necessary oversight to handle the exceptions.

Increase productive capacity through PowerSuite Claims' powerful claims auto-adjudication. Keep knowledge workers focused on the claims high value tasks while PowerSuite Claims handles the routine work.
