

StoneRiver *Stream*[®] Claims

Supporting Your Business Objectives for Claims

Carriers today are typically struggling to keep up with the massive amount of change needed in their claims departments. Some of their challenges center on the following:

- They have no 360-degree view of their customers so there is no view of customer involvement across the operation. A complete view helps a carrier provide a positive customer experience.
- Their systems can't adapt to new technologies like mobile, self-service and drones.
- Better decisions for business improvement can't occur because data still resides in silos.
- They can't employ no-touch/low-touch claim handling for designated claim types.
- Their adjusters operate without the efficiency of mobile apps.

Whether using the *Stream* Mobile app in the field or in the office, an adjuster has the capabilities to handle the work efficiently. After signing in to the claims management solution, the claims adjuster can easily check a snapshot of diary activities, pending workload, and key alerts. The adjuster selects the high-priority new claim and is now walked through your claims review process with an intelligent workflow. Step by step the adjuster sees information and enters more information. At the same time, subsequent assignments are being made to other internal and external staff, information is being ordered, interfaces are done, and letters / email are generated, automatically reducing administrative tasks. The adjuster completes the claims triage process and goes to the next claim. Do you wish your claims department operated this efficiently?

Stream Claims builds upon proven solutions and three decades of experience delivering claims solutions. Customers have effectively managed everything from simple windshield losses to large commercial claims, to large-scale catastrophes. Features in the claims solution include:

- Intelligent rules-driven workflow with effective claim assignment, ensuring faster cycle times in claims that equate to lower expenses and settlement costs
- Omni-channel support for loss reporting including call center, electronic file, vendor import, portal and mobile for improved customer service
- Deep functionality with full life cycle support for handling a claim for all personal and commercial lines of business including workers' compensation
- Intuitive and easy to use solution with "one click" access for adjusters as they work a claim, resulting in a much improved claimant/adjuster experience.
- Central repository for all persons and organizations involved in the carrier's operation, providing a 360-degree view of these parties to improve customer service and vendor management.
- Tools, such as a comprehensive Catastrophe Management function, Mobile Claims Adjusting, and alternative payment method options like EFT and Debit Cards to proactively manage exposure and to provide responsive service to policyholders for losses from storms or catastrophic events

- Supervisory and management functions offering insight and control over claims operations through visual representation of the business, including workloads, financial responsibilities and operational performance
- Cost-effective options for delivering, implementing and operating Stream Claims as either an on premise or cloud-based deployment
- Agile and adaptive solution operating on a next generation micro services-oriented architecture to enable the operation to quickly and cost-effectively react to changing market, agent and policyholder expectations
- Automated fast-path claims payment processing for small, low-severity claims checks
- Configurable case management for long-term processes like subrogation, medical rehabilitation, and legal matters. Many companies also use case management for SIUs, salvage, loss prevention, and even preferred vendors
- Rules processing to automate functions like fraud referrals, custom edits, and information requests
- Seamless document management
- Reporting and dashboard management
- Complete Note capability
- Financial processing

The elegant user experience with the Stream solution set is a decided plus as well. Karen Furtado, Partner of SMA Strategy Meets Action, said: "Ease of use, simple navigation, along with a crisp clean look and feel are essential elements for insurers and their interaction with systems. Access to customer information that is presented clearly and easy to navigate creates intuitive processing. The StoneRiver Stream solution set raises the bar for the new generation of advanced user interfaces for the insurance industry and addresses these elements head on."

The Stream Functional Security component streamlines user maintenance and allows you to create user groups with assigned rights to specific functionality. Individual users can then be assigned to a specific user group.

Key Points to Consider

- Deep functionality plus configurability
- Scalable for all carrier sizes
- Built using Java technology
- Supports multiple technologies and platforms
- Web services/XML
- Powerful web user interface, easy navigation
- Insurance Integration Platform (IIP™), a service-oriented architecture-based platform
- Strong staff claims experience and knowledge
- Outsourcing options
- StoneRiver's financial strength and large client base-Importance to Your Company



The all-lines Stream solution comprises multi-corporation, multi-company, all-lines systems that continue to emphasize configuration tools and business rules. *Stream* Claims operates on a true service-oriented architecture with high reuse of common services. The embedded enterprise service bus allows you to integrate services more easily. Claims benefits include:

- Rapid time to market – When your company brings a new insurance product to market, this claim system's flexibility enables the quick set up of appropriate claim lines
- Flexibility – Faster deployment of changes; you can deploy changes in a central environment without the headaches, hassle, and expense of maintaining multiple desktops
- Extension to external audiences in a secured manner
- Improved integration capabilities
- Simple to add/replace components of the overall solution
- Easier integration with third-party solutions
- Rules and system processes managed through a nonproprietary embedded rules engine

StoneRiver Claims Value

- One solution for all lines
- Full life cycle claims management
- Improved customer service, easy access to claims information and enhanced customer management
- Improved adjuster efficiency with intelligent workflow, intuitive interface, and automated processing
- Scorecarding capability
- Automated payment processing
- Claim Import Interface with the ability to integrate or receive claims from multiple sources
- Improved decision making through analytics
- Reduced training time for adjusters
- Increased retention through higher user satisfaction
- Business Intelligence ad hoc reporting options and dashboard options with drill-down

Key Capabilities

- Intelligent workflow
- Embedded rules engine
- *Stream* Mobile app
- Document integration
- Real-time processing
- Email and text message alerts on work items received
- Single claims solution for management, financial transactions, and reporting
- Enhanced security
- Business Intelligence
- Segmentation based on security to limit access/viewing of sensitive data within a claim

The Bottom Line

StoneRiver *Stream* Claims is the solution to help transform your claims department into one that delivers the best customer experience.

Contact 800-943-2851 or solutions@stoneriver.com to learn more about how you can take advantage of the entire Stream Suite or of *Stream* Claims specifically.