

Xerox® Workflow Automation Solution for Claims Processing

When original policy information is hard to find, processing a claim can become difficult for life insurers, and frustrating for clients or their loved ones. To properly process a claim, examiners must have access to all of the information pertaining to the incident.

The Xerox® Workflow Automation Solution for Claims Processing improves claims processing by storing information in one central location and utilizing business process management tools to automate tasks such as verifying coverage and tracking information that is missing or required. Because our solution integrates with claims handling systems as well as homegrown mainframe applications, examiners can access the documents and data they need from a single interface.

For more complex claims product lines—such as short and long-term disability, cancer, accident, etc.—the Xerox® Workflow Automation Solution for Claims Processing allows insurers to dynamically interact with the claims process, handling non-linear aspects of claims processing. Insurers create tasks on the fly, monitor items that are “Not in Good Order” and access calendar items that need further review.

The Xerox® Workflow Automation Solution for Claims Processing enables life insurers' claims departments to:

- Accelerate claims processing
- Decrease processing time through automation of repetitive manual tasks
- Intake data from any source or format
- Improve cycle times and reduce Loss Adjusted Expense (LAE) with correct routing
- Integrate with existing customer information and key policy administration systems
- Reduce claims leakage
- Maintain audit trails to support your compliance efforts

Reduce processing time by importing data from claims forms directly into core applications.



Save time and money by automating your claims processing.

Discover the advantages of Xerox® claims automation software solutions.

Life insurers need to create efficiency with multiple distribution channels in an “on-demand” economy, ensure claims are paid promptly and refine the rating, risk assessment, application and policy production process.

The Xerox® Workflow Automation Solutions for Life Insurance are designed to speed up the client onboarding, policy issuance and claims processes by replacing manual, repetitive and error-prone tasks with automated workflows for agencies and carriers. The Xerox® solution provides life insurers with the tools needed to support policyholders and policy applicants with a fast turnaround time from application to claims.

Additionally, work distribution can be easily managed based on authority levels, skill sets, claim type and other business rules. Your approval requirements can be managed throughout the process to ensure that your internal security controls are maintained. This solution also provides the ability to automate a number of manual repetitive tasks, freeing up adjusters’ time to focus on other tasks.

Put pertinent information at your adjusters’ fingertips.

The Xerox® Workflow Automation Solution for Claims Processing can improve claims processing by storing information in one central location and utilizing business process management tools to ensure the relevant information is available when it’s needed. Because our solution integrates with claims handling systems such as LifePro as well as homegrown AS400 mainframe systems, examiners can access the supporting documents and data they need from a single interface, improving the claims processing for customers and claims agents alike.

Realize efficiencies and grow revenue.

The Xerox® Workflow Automation Solution for Claims Processing can help you realize time and cost efficiencies, and improve customer satisfaction along the way. For example, First Notice of Loss (FNOL) claims may frequently be processed and resolved within 24 hours. Faster processing frees up your staff to attract and work with new customers, grow revenue with existing customers and deliver the products and services that may provide your customers with peace of mind.

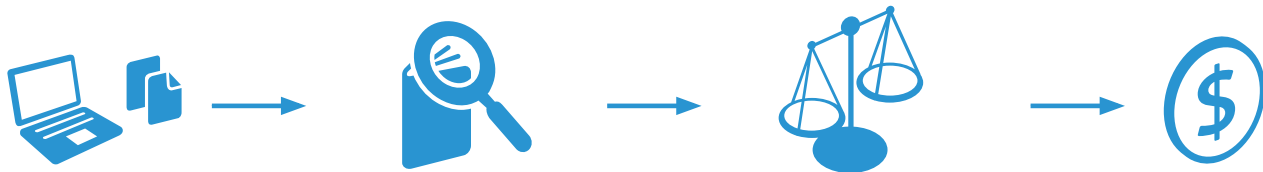
Increase record security by eliminating paper-based processing.

By centralizing document storage and management, any information type—scanned paper documents, faxes, print streams, electronic forms, Web content, multimedia files, emails and even industry-standard data like ACORD XML—can be placed under records management control. This provides the tools to help you manage and access records you deem necessary to comply with the increasingly complex regulations that apply across insurance types, geographies and even client demographics.

Work with a knowledgeable team.

At Xerox, we are knowledgeable about documents and workflows; we also know that your business is unique. Our engagement process includes qualitative and quantitative assessments to uncover your unique processes so we can deliver an integrated solution with faster access to critical data for you. From initial engagement and design, to deployment and rollout, to training and ongoing support, Xerox will be with you every step of the way.

Insurance Claims Process Flow



Claim Submission

- Paper, e-forms input
- Data extraction and entry
- Supporting documents, interviews

Evaluation

- Policy review
- Adjuster data gathering
- Customer followups

Adjudication

- Policy condition fulfillment
- Valuation
- Pay/deny decision

Claim Close

- Notifications, EOBs
- Finance/accounting
- Payment

For more information, visit xerox.com/was.

