

Xerox® Workflow Automation Solution for Claims Case Management

The Xerox® Workflow Automation Solution for Claims Case Management can help Life Insurance carriers, third-party administrators and other organizations easily manage and optimize all aspects of a claim—from early assessment through investigation and close. The solution automates the workflow surrounding a case, tracks progress, and identifies and escalates claims related issues.

Streamline your claims case management processes.

Carriers of all sizes are striving to reduce cycle times, improve customer satisfaction goals and lower overall operating costs. Staff across multiple departments administer the claims process and depend on precise data to make informed decisions regarding settlements. With the Xerox® Workflow Automation Solution for Claims Case Management, staff have secure, online access to claim-related data and documents and can help your staff share insights and track progress throughout the claims process.

How your organization benefits:

- Reduce overall claim operations costs associated with manual processing
- Improve processing cycle times and improve customer satisfaction goals
- Enable secure online sharing of claims and policy documents
- Streamline document processes across the claim handling lifecycle
- Increase operational efficiency by integrating customer information systems
- Reduce paper processing based risk



Transform claims processing and create greater efficiency.

Accelerate your claims workflow, from submission to determination.

Process claims in less time, reduce claims handling costs and support compliance initiatives.

Streamline and automate claims operations throughout the insurance lifecycle with the Xerox® Workflow Automation Solution for Claims Case Management. Give claims teams easy access to data you deem relevant to help reduce claims overpayments, enhance customer satisfaction and ensure the right steps are taken to comply with ERISA, statutory requirements and SLAs.

The Xerox® Workflow Automation Solution for Claims Case Management stores information in a secure, centralized location and utilizes business process management tools to automate tasks and keep data in sync without reentry. Claims teams can make informed decisions faster with a comprehensive view and analysis of activities across every step of the claims process. Work distribution can easily be managed by authority level, skill set, type of claim, workload, or other business rules. Approval requirements can be managed throughout the process to ensure that internal controls are maintained.

Ensure collaboration and transparency with a central hub.

By using our secure, connected online platform, claims handlers have direct access to all information in the workflow. This solution supports automatic task assignment and the tools needed to manage authority levels and access rights. Our highly configurable, multi-line system gives a total integrated view into the current state of the process and connects to third-party applications and other LOB systems, eliminating the need for manual data reentry.

Claims can be initiated and data gathered from multiple channels and historical data can be stored in various formats, including data from scanned paper documents, faxes, print streams, application files and electronic forms to web content, multi-media files, emails and XML data streams. Regardless of where data

originated or its format, adjusters have a 360-degree view of customer information providing a single user interface for all claims data and content. When information you deem as required is missing, automated notifications built into the workflow can trigger alerts and update task priorities.

Integrate with core systems for faster claims service.

The Xerox® Workflow Automation Solution for Claims Case Management connects with Claims Handling Systems such as LifePro or homegrown mainframe solutions. This means that claims adjusters have access from within their preferred application or system without having to toggle back and forth between systems. This can help claims departments resolve claims faster and increase productivity.

Work with a knowledgeable team.

We're knowledgeable in digital documents and workflows, but we recognize that your information and processes are unique to your business. Through qualitative and quantitative assessments, we capture a true analysis of your current state. From there, we can deliver an integrated solution for you. Our claims case management solution is just one building block within our overall insurance lifecycle offerings, so we can help you along your digital journey. From initial design, to deployment and rollout, to training and support, Xerox stays with you at every step.



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