

# Xerox® Workflow Automation Solution for Claims Case Management

The Xerox® Workflow Automation Solution for Claims Case Management can help Property and Casualty (P&C) carriers, third-party administrators and other organizations easily manage and optimize all aspects of a claim, from First Notice of Loss (FNOL) through subrogation and close. The solution automates the workflow surrounding a case, tracks progress, and identifies and escalates claim-related delays and issues.

## Streamline your claims case management processes.

Carriers of all sizes and lines of business including auto, liability, property and workers compensation 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 collaboratively 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 achieve customer satisfaction goals
- Streamline document processes across the claim handling lifecycle
- Increase operational efficiency by integrating customer information systems
- Reduce risks associated with paper-based processing



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. Claims teams will have easy access to data you deem relevant to help reduce claims overpayments, enhance customer satisfaction and ensure the steps you've identified 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.

## Central hub to ensure collaboration and transparency.

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 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. By using the Xerox® Workflow Automation Solution for Claims Case Management, claims process participants have access to all claims data and can be alerted or notified with custom alerts and notifications as the review process progresses.

## Integrate with core systems for faster claims service.

The Xerox® Workflow Automation Solution for Claims Case Management connects with key administration systems and applications like Accenture DuckCreek®, Guidewire®, CSC®, and StoneRiver®, as well as homegrown mainframe applications. 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.



For more information, visit [xerox.com/was](http://xerox.com/was).

