



ClaimsFlow

Business Application Template



*Frequency of Review ...
Policies Complaint...
Approving Compensation...
All these and more,
ClaimsFlow is the answer.*

Insurance claim processes can be complex, lengthy and very often plagued by fraud, risk and oversight, causing great financial loss to the insurer. The efficient management of claims files, is therefore critical for insurance companies to improve their profitability, remain competitive and enhance customer service at various levels.

ClaimsFlow is a ready-made Business Application Template from **WORKFLOW GBS**. It electronically monitors and controls the flow of work around an organisation – keeping track of each task, where it should go next, and the information and rules required to complete each task.

By combining workflow with case management, key tasks alerts and escalation, document management and performance reporting, **WORKFLOW GBS** provides the most comprehensive solution to automate your business processes.

From Claims, Accounts, Underwriting, Reinsurance, Customer Service, to Branch Offices, **ClaimsFlow** through its Multiple Collaborators Per Case Design, integrates multiple parties to work on the same claims file by sharing workflow and database.

Collaboration with your business associates such as panel lawyers and adjusters is made possible by a corresponding product from **P&O Global Technologies**. The exchange of information within an online environment is performed easily and speedily.



P&O GLOBAL TECHNOLOGIES SDN BHD (181345-T)

Kuala Lumpur • Bangkok • Florida

Salient Features & Benefits

No.	Function	Description
A.	Host Integration	<ul style="list-style-type: none"> • supports most industry-standard data sources, including: text files, Excel files, SQL sources and XML files. • Auto data download and upload via scheduler or base on workflow processes
B.	Workflow Management	Create custom workflow with triggers based on claim processing events. Easily modify workflow rules to keep pace with future changes
C.	Case management	Act as an electronic case folder to keep track of latest case status in terms of claim type, case status, person in-charge, policy information, business partners assigned, documents, email and images
D.	Case Distribution & Assignment	Auto distributes and assigns cases to relevant users or business partner base on predefine case distribution formula
E.	Document/Image management	Using electronic case folder to store and catalogue case documents
F.	Alerts, Notifications & Outstanding Tasks (Alarm Clock)	Set custom alerts, notifications and outstanding tasks to automatically notify users & business partners of critical claim processing events
G.	Management Information/Business Intelligent tool	<ul style="list-style-type: none"> • Business partner performance report by claim tasks • Billing (Transaction and Aging report) • Commentary report – To show claim processing activities transpired since day one • Case status report • Status aging report by claims stages/tasks
H.	Billing	Keeping track of bills submitted by Adjuster and Valuer per case basis. Option of calculating fees base on predefines formula can be included
I.	Email/Fax/SMS	Allows standard email/SMS templates to be created and linked to workflow processes to enable speedy sending of email/SMS all within one system and in the form defined
J.	Security	<ul style="list-style-type: none"> • Define security profiles for different categories of users • Flexible combination of access rights to add, edits, delete or view • Audit Trail

- All rights reserved. Copyright in this document is owned by P&O Global Technologies.
- Any person is hereby authorised to view, copy, print and distribute this document subject to the following conditions:
The document may be used for informational purposes only.
The document may only be used for non-commercial purposes.
Any copy of this document or portion thereof must include this copyright notice.
- Except as expressly provided above, nothing contained herein shall be construed as conferring any licence or right under any P&O Global Technologies copyright.
- Nothing herein shall be construed as conveying any right whatsoever under any patent or trademark of P&O Global Technologies or any third party .
- Any product, process or technology described in the document may be the subject of other Intellectual Property rights reserved by P&O Global Technologies and are not licenced hereunder.

