



A Partner Solution for the Financial Services Sector

Reduce Transaction Costs and Increase Operational Efficiencies by Streamlining P&C Claims Evaluation and Adjudication Processes

IBM **Information Management** software

TriTek Solutions Trans@ction eXpress for P&C Claims

Partner Solution

■ **Target Industry**

Insurance

■ **Business Application**

Claims Processing

■ **Products**

IBM FileNet Business Process

Manager

IBM FileNet Content Manager

IBM FileNet Image Manager

Business Challenge

Claims managers are tasked with reducing overall costs, improving service levels and gaining greater control over their processing environment. All this in a business climate wrought with increasing claims volumes, more demanding policyholders and greater compliance stringency. Further, the inconsistent application of claims processing guidelines by adjusters, special investigators and in-house counsel can result in higher transaction and claims costs.

Manual claims processing environments exacerbate these challenges, as it is more difficult to track claims and requests for additional information required for adjudication. Consequently, carriers can experience a greater burden on their policyholder service departments as claim statuses must be manually researched; requiring a significant time investment. In this environment, claims operations are compromised by extended transaction cycles, lack of real-time intelligence, and lost service requests. Manual, paper-driven processes prolong even simple requests and breed inconsistency across different types of transactions.

Claims managers are prevented from implementing rules-based

workflows to achieve consistency in applying policy guidelines with a manual claims processing model. Performance reports are manually created from log reports completed by claims adjusters, work is distributed physically to claims adjusters, and managers lack access to real-time workload distribution statistics. Faced with increasing regulatory requirements to protect claims information, managers are unable to guarantee compliance and might be subject to fines as a result of unauthorized access to or distribution of claims information.

Solution

TriTek's Trans@ction eXpress for P&C Claims allows managers to implement a claims adjudication methodology using the structured management of claim-specific content along with associated in-house processes in an online environment. Built on IBM's Enterprise Content Management (ECM) suite of products, Trans@ction eXpress for P&C Claims uses a queue-based framework to organize work by task and claim type. Work is automatically distributed to adjusters based on the claim status, transaction type and/or specific processing requirements.

Transaction types and claim content supported by Trans@ction eXpress for P&C Claims include indexing,



medical review and processing, estimate review and processing, subrogation, and claimant correspondence. For each of these transaction types, the solution provides a customized user interface and integration to legacy systems via an open architecture. Staff members in the back-office have access to the transaction-relevant collection of content and the legacy processing environment. Trans@ction eXpress for P&C Claims is integrated with some of the most popular claims management and underwriting systems.

Using Trans@ction eXpress for P&C Claims' real-time audit logging and performance metrics, managers can closely monitor their service teams, make ad hoc adjustments, eliminate processing bottlenecks and deliver improved customer service to their policyholders. For example, customer inquiries as to the status of a claim are immediately fulfilled by querying the system for transaction-specific data. Claims managers also gain a significant amount of administrative control with Trans@ction eXpress for P&C Claims. Through the user maintenance utility, managers can specify processing requirements for any of the system users, and assign or remove user access to/from any system queue. Managers can designate work based on custom defined criteria (e.g., work volumes, user skills, transactional priorities, etc.). Trans@ction eXpress for P&C Claims' customized reports provide managers with the ability to view every action performed within the system from both a user and system perspective in a relational database format, allowing further analysis of any subset of the data.

Value Proposition

Trans@ction eXpress for P&C Claims leverages the value of IBM Enterprise Content Management (ECM) in managing content and process. It provides P&C carriers with the ability to reduce claims transaction costs and processing times, as limitations surrounding manual processing are eliminated or significantly reduced. In addition, claims adjusters gain immediate access to all data relevant to a claim online. The solution streamlines the processing environment with a common interface; yet can also be customized to defined processing parameters for specific transactions. Further, customer service representatives are able to provide real-time status updates to policyholders.

Company Description

TriTek Solutions, an IBM Software ValueNet Business Partner since 1998, specializes in the integration of Enterprise Content Management products and related technologies. With over 80 consultants, TriTek has become a leader in the design, development and delivery of Enterprise Content and Business Process Management solutions. Offering industry-specific applications for the financial services, insurance, utilities and government verticals, TriTek is dedicated to solving the greatly varied and complex business problems of its customers.

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