

PROPERTY AND CASUALTY CLAIMS PROCESSING

Streamline claims processing solution with shorter cycles and reduced cost for improved customer service provided by EMC and Paragon

ESSENTIALS

- Enhance productivity and reduce labor costs through streamlined processes
- Reduce paper costs
- Provide immediate, online access to all claim information and supporting documentation
- Enforce compliance and electronic records retention
- Improve customer communications
- Store critical data more efficiently while assuring authenticity and reducing total cost of ownership

For many insurance companies, claims processing systems represent a major labor and cost pain point because of the scope of information that needs to be managed. Processing a claim often requires a large number of forms and supporting documents.

For many property and casualty insurers, claims processing remains costly and inefficient, primarily since it is based on paper files, associated attachments, and manual workflow processes. A recent industry survey shows that approximately 25 percent of claims submitted are still paper-based, contributing to an average processing time that is nearly twice as high as the average for electronic claims.

The Property and Casualty Claims Processing solution from EMC and Paragon Solutions helps P&C insurers easily handle the receipt and processing of claim forms while improving accuracy and compliance. The solution leverages the latest features in enterprise content management to scan paper documents, capture information from claim forms, validate the data against information contained in internal systems, and export the claim information to a variety of claims management systems without manual intervention. As a result, each claim can be processed, efficiently archived, properly retained, and accessed quickly, accurately, and cost effectively.

ADOPTING AN AUTOMATED STRATEGY FOR CLAIMS PROCESSING

The Property and Casualty Claims Processing solution, delivered by EMC and Paragon, enables organizations to efficiently and automatically capture data and streamline insurance claims processing. Based on EMC Documentum enterprise content management, the solution includes:

- Scanning paper documents
- Capturing and linking electronic forms to payment systems
- Routing files through a controlled, cost effective process
- Automating claimant correspondence



With this solution, claims management becomes a digital process. All claim-related documentation can be captured, managed and stored effectively using a single repository. This approach reduces the complexity of back-end storage environments and helps limit process inefficiencies by providing a universal view of customer information and the claims process.

CAPTURING DATA CLOSEST TO ITS SOURCE

As part of a digital claims processing solution, document capture provides capabilities for capturing images and other data at its source. With the Paragon and EMC solution, documents can be ingested into the system using a scanner, fax machine, or multifunction peripheral (MFP) – without the need for manual data entry. The result is a faster process and fewer errors.

STREAMLINING THE CLAIMS PROCESS

Once documents and data have been captured, the EMC process engine manages the entire claims process. EMC Documentum provides powerful capabilities for defining, automating, orchestrating, and optimizing the digital claims process using business process management (BPM) strategies. By applying these strategies, insurance companies can automate formerly manual tasks, including:

- Coordinating the actions of people and systems
- Applying business rules
- Integrating with line-of-business applications such as SAP
- Enforcing records management and retention policies
- Merging acquired content with appropriate templates to create highly personalized communications, such as “first notice of loss” letters

ENABLING CLEAR AND PRECISE CORRESPONDENCE

Managing correspondence effectively can also have a dramatic impact. Now customer representatives, claims managers, and field agents can develop clear and precise correspondence and other coverage-related communications in real time and on demand, using an Internet browser. Some commonly used letters can even be triggered automatically through an unattended process by leveraging business rules within BPM.

ADOPTING NEW STRATEGIES FOR INFORMATION STORAGE

Part of the challenge of managing the claims process is mitigating costs, including costs associated with storage of critical coverage data. With the Property and Casualty Claims Processing solution, the EMC storage infrastructure safeguards all associated claims information while providing online access, assured authenticity, and low total cost of ownership.

With EMC self-healing and self-managing storage technology specifically designed for active archiving of unstructured content, insurance companies of any size can gain peace of mind through the following features:

- Active archiving with online access to claims data and customer information
- End-to-end object retention for records management and regulatory compliance – EMC is DOD 5015-certified for lower liability exposure
- End-to-end object security
- Improved storage efficiency – identical objects are stored only once
- Guaranteed data integrity

EMC: THE SOLUTION OF CHOICE FOR DIGITAL CLAIMS PROCESSING

EMC draws upon years of proven experience from Paragon, creating and deploying industry-leading solutions for insurance companies seeking to gain greater control over their critical business information. Paragon’s best-practices methodology for implementation and deployment provides your business with a successful platform for managing a broad diversity of transactions.

- **Faster processing and turnaround time:** By eliminating the need for time-consuming, manual data entry, insurers can capture the data from paper claims and route the captured data into the adjudication system.
- **Reduced costs:** With a more efficient process, data entry staff can be directed to other tasks such as customer service.
- **Improved accuracy:** The solution includes a variety of features that eliminate typical data entry errors and check for other errors and inconsistencies that can delay processing

EMC Documentum solutions help organizations solve business problems specific to their function or industry. Property and Casualty Claims Processing is built on the EMC Documentum xCelerated Composition Platform (xCP), which helps organizations streamline the development of case-based applications. Documentum xCP provides the entire spectrum of case-processing capabilities – reflecting years of experience and best practices – as re-usable components, which can be configured into reliable applications.

ABOUT PARAGON SOLUTIONS

Paragon Solutions, a division of Paragon Computer Professionals, is a business and technology consulting firm that specializes in enterprise information management to help clients leverage information assets for better business results. The company does this through its vertical practices and specialized technology service lines that help clients optimize their operations for maximum return on investment.

Paragon's Insurance Practice drives performance improvements and operational efficiencies to meet the changing market demands while bringing a holistic vision for capturing, managing, and integrating content across the enterprise.

For more information, please visit the Paragon web site at www.consultparagon.com or call 800.462.5582.

ABOUT EMC DOCUMENTUM SOLUTIONS

This solution is one of many content management solutions offered by EMC and partners.

EMC and partners deliver content management solutions that help organizations to solve business problems specific to their function or industry. Built on the EMC Documentum platform, and combining EMC and partner technologies and services, these solutions help organizations to streamline and automate processes, increase productivity of teams and individuals, address their information compliance and retention requirements, foster creative work, and lower the cost of operations.

CONTACT US

To learn how the EMC Documentum and Paragon Payer Claims processing solution can help you efficiently and automatically capture and streamline business processes, visit us online at www.EMC.com or call 800.607.9546 (outside the U.S.: +1.925.600.5802).

ABOUT EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com

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