



The least favorite part of your job now takes the least amount of time.

Context Business Experience - Insurance: (Claims) reduces claims processing time by 75%

How seamless is your claims experience? As products evolve, your claimant and beneficiary's experience with the claims process dictates your future relationship with them. We understand the complexity, touch points and the nuances of claims processing. Context Business Experience - Insurance: (Claims) takes all of the elements that make claims processing so complex and brings them together in an intuitive environment.



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SIMPLE. QUICK. ACCURATE.

Notification/Initiation

Multi-channel and multi-device notifications and status of claim or pending requirements

Case Management

360-degree claim and case management across multiple policies

Registration and Triage

Claims registration with segmentation and triaging based on claims severity, configurable grouping

Claims Assessment (Investigation)

Identify fraud and leakages with extensive rules framework and audit trail

Settlement

Configurable benefit calculation uses input data from various sources to automatically compute the payout amounts

Claims Analytics

Search, aggregate, analyze and predict – state-of-the-art analytics for improved claims outcomes

Beneficiary and Contact Management

Standalone or integrated beneficiary management system compliant with contact management parameters

Product Launcher

Dynamic product configuration and ability for business users to set up product rules and claim benefit calculations

Workflow and Task Management

Configurable straight-through processing to transform customer experience and improve retention

Claims App with Role-based UI

Role-based user interface to provide users with tools, information and functions to easily manage a claim

CORE BENEFITS

Comprehensive

- One end-to-end and affordable solution for all products – Life, Annuity, Disability, Critical Illness, Long Term Care
- Web and mobile, out-of-the-box

Improved Claims Experience

- 360-degree view of claim and case
- Alerts and notifications (smart apps)
- Digital self-service with document uploads
- Compliance guided requirements fulfillment
- Client interaction history (real-time, all channels)
- Multi access beneficiary and contact management

Configurability and Speed of Product Introduction

- Configurable workflows, rules and products
- Configurable benefit calculation engine
- Product Launcher for speed of product introduction

Claims Efficiency

- Guided requirements management (claims staff/agent)
- Accuracy and completeness of information (system guided/ rules driven)
- Workload balancing and audit trails
- Quality checks and corrective actions
- Management dashboards

Competitiveness

- Cloud or in premise
- Benefit from AI and big data capabilities
- Speed-to-market of product across channels
- Regulatory compliance and fraud management

Implementation Track Record

- Pre-built APIs (180+)
- Easy third-party onboarding
- SOA design principles with ACORD for scalability
- Proven data migration techniques

Contextual Business Experience - Insurance : Claims (CBX-I : claims) CUSTOMER STATS

75%

Reduction in claims processing time

70%

Reduction in time recording claims notifications

50%

Savings in implementation efforts

Brought to you by Intellect

We are an InsurTech Transformation Partner with contemporary AI and ML solutions, data insights triangulated from thousands of sources, and agile technology, data science and consulting teams that take a strategic approach to tackling the biggest challenges for insurance. We are a proven leader in Data First Strategy for Commercial/General Underwriting.

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