

Claims Management in the Cloud

Cost Effective & Efficient Claim Capture, Review, Checklists Processes Analysis

AT A GLANCE

The KC Online Claims Manager application, provided OnPremise or in the Cloud, effectively brings together all aspects of company claims handling processes from claim document capture and automatic data extraction through to strict Claim processing Checklist and Workflow based processes and approval escalation. KC Online Claims Manager seamlessly delivers the power to automatically capture and classify claims from any incoming channel, such as emails, social media communications, fax, SMS etc, with the power of checklist based workflows to ensure the total claims process is controlled.

Streamlined Claims Processing

Knowledge Capture® Online (KC Online) Claims Manager is a fully hosted and managed Cloud or OnPremise based service designed to enable Insurance organisations, of any size, to cost effectively process Claims. Starting from Claim form submission through to Claim review and final approval, KC Online Claims Manager takes agents through a Checklist of processing questions to ensure all relevant information is captured, actions are undertaken and a final approval or decline decision can be made.

The KC Online Claims Manager application delivers a broad range of 'out of the box' business benefits and capabilities including:

- Single point of Claim capture, whether it was originally received via paper, email, social media or other electronic media
- Fully inclusive feature rich Advanced Case Management solution
- Consolidation of Claims based documents, data, and checklist status information in one unified client interface
- Browser based, ensuring secure access from any location
- Automated Claim service level monitoring and escalation
- Automatic logging of user system interactions with intuitive case based audit information analysis and reporting
- Strict adherence to business processes with clear points of escalation depending on workflow outcomes
- Document life cycle management via retention rules based Records Management (optional)
- Insightful and real time management information reports delivery visibility of Claim reasons, outcomes and timelines for resolution
- 'Out of the box' claims handling checklist process with ability to adapt based on each organisations unique claims handling requirements

Capturing and Managing Claims

From:

- Social media
- SMS texts
- Emails
- PC files
- Telephone voice conversations
- Other digital feeds

Provided OnPremise or in the Cloud

Our Pricing Models

KC Online Claims Manager is available as a Cloud or OnPremise solution

As a fully hosted Cloud or OnPremise Service, the KC Online Claims application can be priced on a per-user, per-month usage model, delivering enterprise level technology with no upfront capital costs, or purchased as a perpetual software application as part of a OnPremise installation

Email us for more information at: sales@kc-ol.com

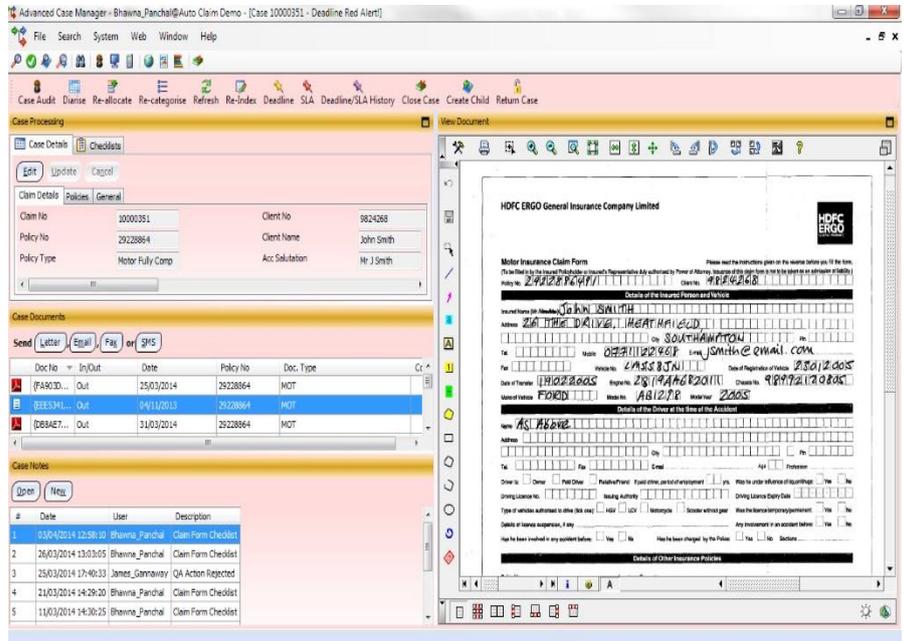
KC Online Claims Manager

Checklist Driven Claims Processing

KC Online Claims Manager for Insurance organisations includes a fully functional and feature rich Advanced Case Management platform designed to consolidate all Claims based documentation, internal forms and client interactions.

Incorporating a simple and intuitive Checklist based task workflow capability, Advanced Case Manager ensures that agents process claims through a set of Business approved checklist tasks and actions.

As agents pick up an open claim, checklists can be used to guide them through the necessary steps to process each claim.



Checklist processes are highly configurable and can be defined, or made flexible depending on a user's privileges. For example, a supervisor may have the ability to override, or redirect work, whereas a claims agent will follow a preapproved and designated path.

By driving productivity and improving organisational efficiency through the use of KC Online Claims Manager the overall quality of service will improve, along with an increase in response times, ultimately improving the overall customer experience. KC Online also helps maintain tight regulatory compliance, ensuring that all SLA's are adhered to.

Dynamic Checklist 'Claims Process' Adaptations

KC Online Claims Manager has the tools to dynamically adapt with ever changing rules and regulations. By utilising a checklist driven approach, steps can be added or removed depending on the need, and the entire process can be customised to specifically deal with any type of claim, no matter the industry.

To discover how KC Online Claims Manager can help your organisation cost effectively bring control and efficiency to the handling of customer claims, contact us today for a free demonstration.

More Information

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