

# Insurance Claims Solution

## SOLUTION OVERVIEW

The complexity of processing insurance claims makes it difficult for insurance providers to manage costs, quality, and customer satisfaction. If that's not enough, claims processors are under pressure to increase volume and speed without increasing costs. Crown Partners offers business process automation solutions for claims management that replace paper with electronic information, streamline processes, boost worker productivity, and reduce cycle times and costs.

## REDUCE INEFFICIENCY

Processing claims requires a sequence of steps be performed by multiple personnel with access to a wide range of information such as claim records, supporting documentation, and policy information. Routing of paper documents, disparate systems, siloed information, and inefficient work environments make the claims process slow and expensive. If you face any of the following claims management challenges, you're not alone. Maybe you:

- Lack a system with sound workflow, forms, and document management capabilities
- Use multiple systems—such as a back-end claims administration system, diary, and correspondence system—to process claims
- Risk increased payouts due to claims processing mistakes or long claims processing cycles
- Have discovered that managing claim records and supporting documents can be resource-intensive, costly, and error-prone
- Struggle with an inflexible claims system of record that isn't integrated with the step-by-step activities of your claims operations

If so, Crown Partners offers solutions that address these and other challenges to improve the efficiency of claims processing.

We can help you automate the management of claim records and supporting documents, and integrate them with your system of record, for a unified claims process.

## STREAMLINE & INTEGRATE PROCESSES

Crown is a leader in providing process and content management solutions with insurance industry expertise, using proven technologies that scale to your needs. Crown understands how to deliver appropriately-scaled solutions that also reflect your unique business processes. Crown solutions drive process performance by eliminating idle time, providing visibility and control, and delivering work environments that boost individual productivity. This saves claims processing costs, improves productivity, decreases errors, and reduces claims cycle times. Crown offers the following, and much more:

- Configure and deploy essential insurance claims solution components, including business process management, library services, document scanning, and business rules
- Integrate content management system with claims system of record via standard application programming interfaces
- Implement business rules for claims processing logic that are not encompassed within the claims processing system of record
- Provide core document management capabilities that unify the information needed to perform each step in the claims process
- For paper forms and documents, integrate to an image capture system with character recognition for improved input processing and streamlined claims management

## TAKE THE NEXT STEP

To learn more or register for an online seminar, visit [www.crownpartners.com](http://www.crownpartners.com) or email [info@crowpartners.com](mailto:info@crowpartners.com).





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## **ABOUT US**

A leading provider of Enterprise Information Management (EIM) platform solutions, Crown Partners helps customers succeed by streamlining and simplifying information-intensive business processes. Crown utilizes a hybrid methodology, providing Global 2000 companies field-proven software products, quality professional services and educational resources that optimize performance of the EMC Documentum, Oracle Hyperion, and Microsoft SharePoint platforms. With more than 500 “go-lives” and most of the Dow 30 companies as customers, Crown software engineers and service professionals quickly and efficiently identify business needs, automate critical business processes and drive platform performance.

## **CROWN PARTNERS**

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