

Health Benefits Claims Form

Claims Workflow Automation

End-to-end automation of the Claims Workflow as well as application tracking for an Insurance Company

CLIENT

A leading Life Insurance company belonging to a global financial conglomerate. The company has an impressive list of products comprising of children’s future, Health & Retirement Solution etc. It has a distribution reach in over 500 cities with over 105,000 empaneled advisors and more than 100 partnerships with corporate agents, brokers and banks.

CHALLENGE

The client wanted a solution to reduce the processing time for insurance claims that could help the company track and

analyze them easily. Having successfully implemented turnkey solutions in a number of Life Insurance companies,

MindCraft was awarded the project to implement the claims workflow system.

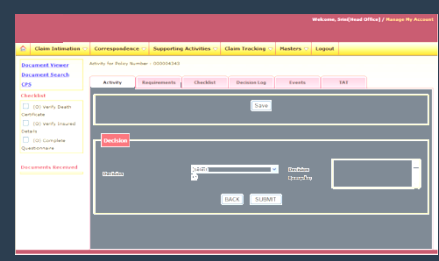
SOLUTION

MindCraft developed and implemented a comprehensive Claims Lifecycle management system with pre-defined checklist and automated process for managing & tracking a claim right from the Claim intimation phase to Claims adjudication / processing, approval and finally to Claims settlement / payout.

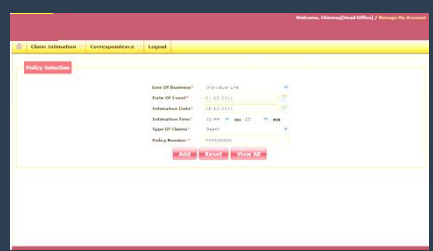
This solution is a document-based workflow application with real-time integration with various systems. It has built in requirements management, investigation & translation modules. Reporting module consists of IRDA reports along

with MIS. The system offers branches a real-time visibility into the status of every claim application through online queries and reports.

Additionally, this system provides a reverse feed to the enterprise-wide MIS system highlighting the quality of new business sought & authorized by various channels and individuals (both internal and external) associated with the organizations in varying capacities.




Claim No.	Claim Sub No	Claim Sub No	Claim No	Claim Sub No	Policy No	Claim Status	Page No	Page Tot	Print	Export
CLAIMS_ACCEPTANCE	REQUEST_USER REGISTRATION	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE
CLAIMS_ACCEPTANCE	REQUEST_USER REGISTRATION	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE
CLAIMS_ACCEPTANCE	REQUEST_USER REGISTRATION	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE
CLAIMS_ACCEPTANCE	REQUEST_USER REGISTRATION	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE
CLAIMS_ACCEPTANCE	REQUEST_USER REGISTRATION	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE	INDIVIDUAL LIFE





BENEFITS

 Risk Mitigation

 Enhanced Customer Satisfaction

 Time & Cost Saving

 Handles large volumes

TECHNOLOGY

- IBM BPM 8.5
- WebSphere Integration Developer
- WebSphere Application Server

HIGHLIGHTS



- Process Automation from Claim Intimation to Settlement
- Controls at critical points in the claims process
- Increased transparency & consistency in the claims process
- Dynamic assignment of cases based on various parameters

CONCLUSION

MindCraft was given the task of building a claims workflow automation for a large insurance company. The enterprise-wide 'Claims Lifecycle Management System' has an automated process for managing & tracking claims right from claim intimation to adjudication / processing, approval and finally to settlement /payout.



MindCraft is a Software Services, & Solutions organization that helps customers get competitive edge through technology services like Digital Transformation, Business Insights, DevOps, Cloud and Middleware services. We possess unparalleled technical skills in niche technologies and abundant experience across Banking, Insurance & Financial Services industries. Established in 2002, we are a team of over 650 across India, Singapore, and the USA.

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