

ProClaims 2024 V 3.1



Integrated and aesthetic workbench catering end to end Claims Lifecycle

Document based claim settlement process

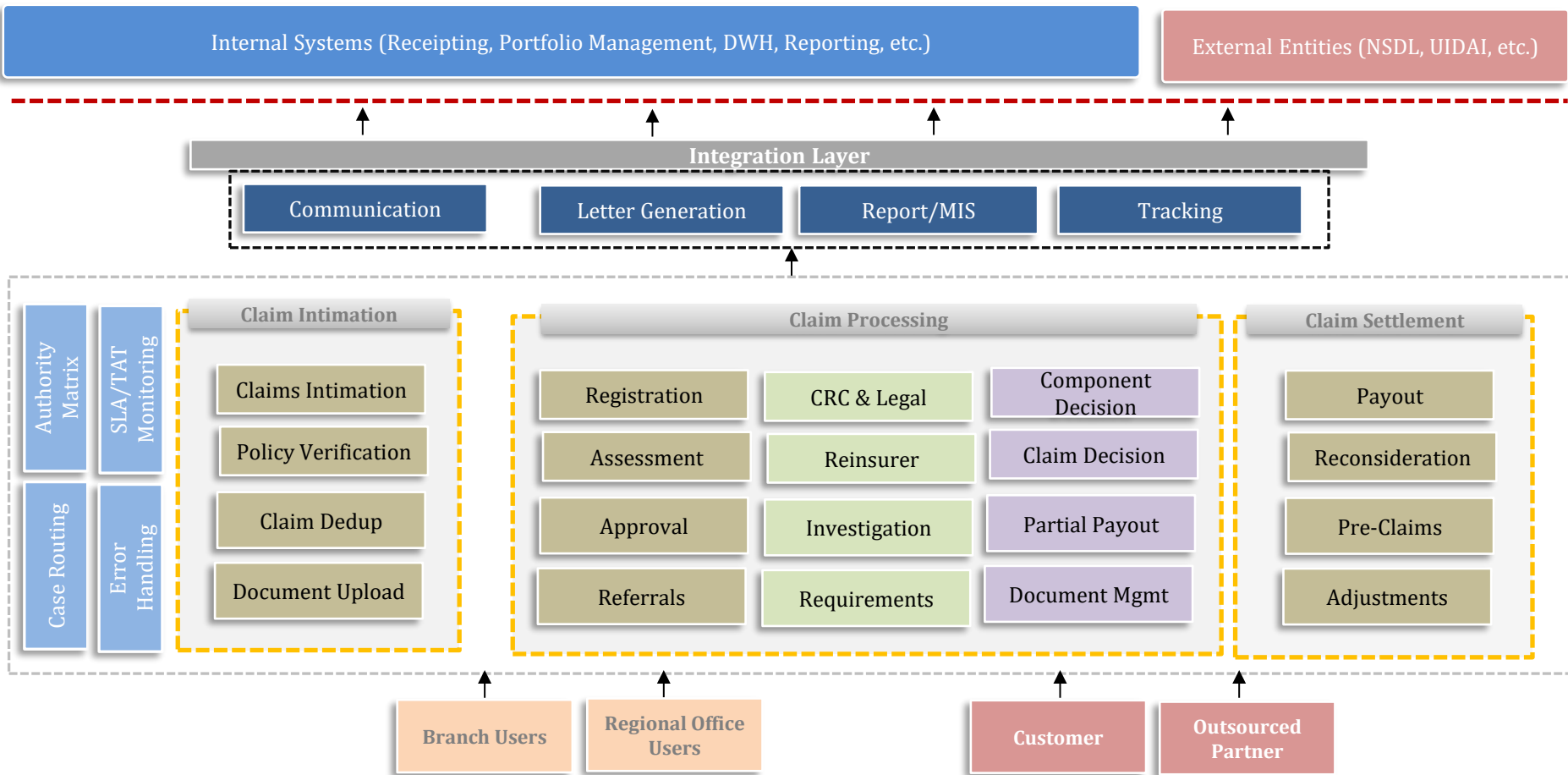
Integrates with Core Policy Admin and Accounting System

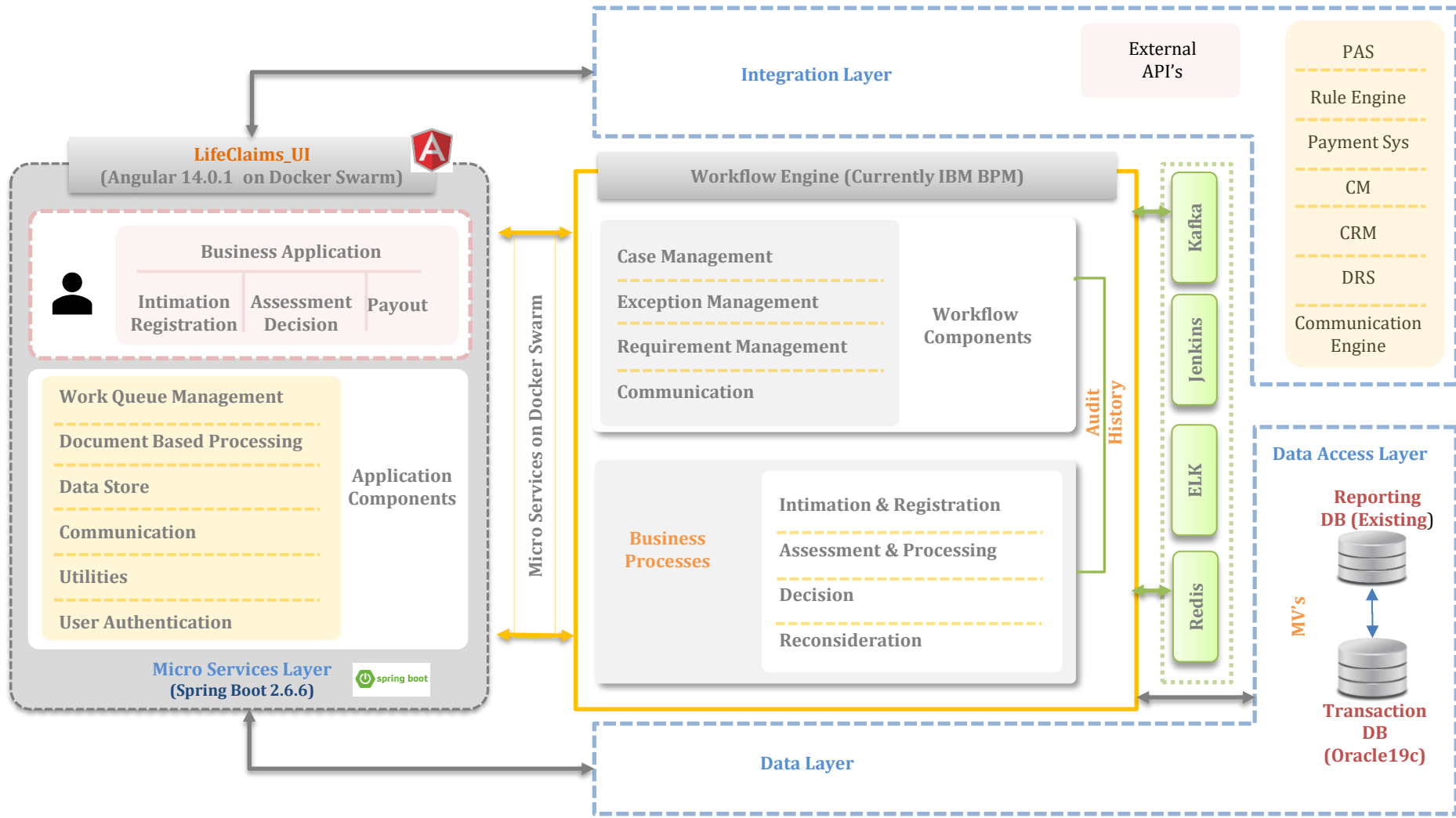
Simultaneous task handling with multi level approval flow

Simultaneous task handling with process spawning with multi level approvals



Functional Components





Solution Features

Process Flow & Features



**Claim Intimation
@ Branch**

Claim Intimation

Claim Registration

Claim Processing

Claim Payout



**Claim Payout
to Customer**

- Supports different LOB – Individual & Health
- Process claims for Death and Rider, with sequential and consecutive processing
- Claim intimation at Client Level
- Identification of Early Claim
- Identify and reverify Duplicate Claim Request
- OTC validation for Claim Details and supporting documents
- Print Claim Acknowledgement at OTC

Process Flow & Features



**Claim Intimation
@ Branch**

Claim Intimation

Claim Registration

Claim Processing

Claim Payout



**Claim Payout
to Customer**

- Review claim details before Claim Registration
- Manage Nominee/ Appointee/ Assignee details
- Rule based auto rejection
- Raise additional Requirements
- Unitization and NAV Processing
- Time based Registration for ULIP
- Perform Pre-booking checks
- Integrate with PAS to update policy status
- Dynamic Case Assignment
 - Assign as per Authority Matrix
 - Categorization of Claims
 - Priority Setting



**Claim Intimation
@ Branch**

Claim Intimation

Claim Registration

Claim Processing

Claim Payout



**Claim Payout
to Customer**

- Case based Multi Level Approval Flow
- View Premium & Refund Details
- Document based decisions
- Death Booking & Approvals
- Build Claim Processing Sheet (CPS)
- Raise Surround Process
- Claim Reconsideration
- Pre-Claim Processing
- Unclaimed Settlement
- Partial Claim Approval
- Dynamic Case Assignment
 - Assign as per Authority Matrix
 - Categorization of Claims
 - Priority Setting



**Claim Intimation
@ Branch**

Claim Intimation

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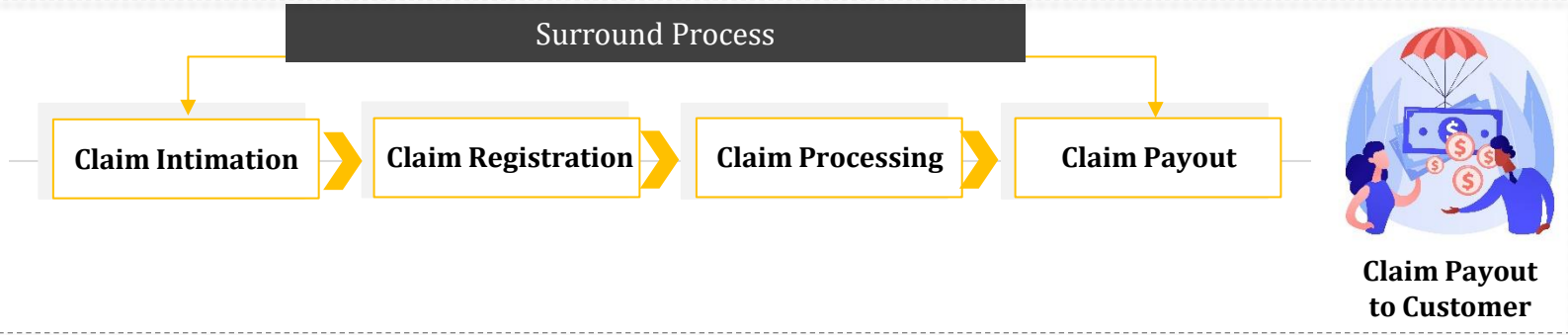
**Claim Payout
to Customer**

- Process Approval in PAS
- Generate Payment Voucher
- Customer Communication

Process Flow & Features



**Claim Intimation
@ Branch**



**Claim Payout
to Customer**

- Add / Manage Addressee
- Additional Requirement Generation
- Requirement Waiver
- Raise Investigation & Withdraw Investigation
- Raise Translation
- Raise Opinion Referral
- Reinsurance Administration
- Raise CC / CRC Opinion
- Integrate with Fraud Repository
- MIS & Dashboards
- Customer Communications

Advanced Features

➤ Dynamic Work bench

■ Solution Benefits

- Effective Case Management
- Provision to handle multiple queues
- TAT based case processing (Escalation Management)
- Case prioritization
- Handle different types of claims with
- Manage work queue in absence of any user
- Controlled task assignment
- Control application operational hours
- Multi-User System
- Will allow unlimited horizontal scalability for future requirements

Advanced Features

- Dynamic Work bench
- **Customized User Interface**

■ Solution Benefits

- Unified View for case processing
- Simplified UI to view multiple data sets
- Dual / Split Screen Compatible
- Role bases access to menus and details
- Define dynamic checklist for different processes
- Responsive Web UI to support multiple devices
- Notification framework
- Easy access to historical data for efficient decision making
- Zero client (HTML and Java script only) user interface

Advanced Features

- Dynamic Work bench
- Customized User Interface
- **Dynamic Decisioning**

■ Solution Benefits

- Rules Based Claim Processing
- Digitize the manual decision process
- Manage simultaneous investigation and decisioning
- Multi Level Approval flow
- Integrate with NB system to refer UW case sheet
- Protected access to external users like Reinsurer, CMO
- Maintains record of case movement and decision at each stage

Advanced Features

- Dynamic Work bench
- Customized User Interface
- Dynamic Decisioning
- **Dynamic Claim Processing Sheet**

■ Solution Benefits

- System generated CPS
- Pre-populated details required for decision
- Structured payout calculation layout
- Complete processing history for future reference

Advanced Features

- Dynamic Work bench
- Customized User Interface
- Dynamic Decisioning
- Dynamic Claim Processing Sheet
- **Robust Requirement Management**

■ Solution Benefits

- Generate New Requirements
- Track Requirements till closure
- Auto Release task on receipt of documents
- Manage TAT for open requirements
- Trigger communication as per TAT
- Control decision on cases with open requirements

Advanced Features

- Dynamic Work bench
- Customized User Interface
- Dynamic Decisioning
- Dynamic Claim Processing Sheet
- Robust Requirement Management
- **Easy Integration**

■ Solution Benefits

- Integration with Application Tracker at different stages
- Integration capability with different PAS
- Integrate external services like Penny Drop, PAN Validation, Aadhar Validation
- Identifies Communication at each stage and sends trigger to SMTP /SMS server

Thank You!



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