CLAIMS AND BENEFITS MANAGEMENT

Settle the Moment of Truth actively

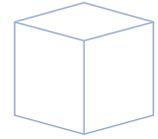**CLAIMS MANAGEMENT**
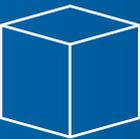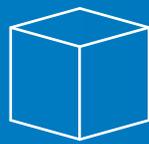
Meet your challenge!

Customer-orientation, process efficiency and flexibility

■ In order to make your claims management more effective, efficient and most of all less costly, an integrated solution is required. The entire architecture of your company's system landscape needs to be taken into strategic consideration. Customer orientation, effective processes and flexibility must be harmonized.

KNOWN CHALLENGES FOR INSURANCE COMPANIES ARE:

› High competition in the insurance market

› Complex, regulatory compliance

› Innovative products and processes (keyword: industrialization)

› Customer loyalty and increase in market share

› Elimination of paper based claim handling

› Improvement of the overall claims management process (time and quality)

› Optimization and controlling of reserves, payments and requests

Use your opportunities!

React to challenges and use your entire potential.

Design your internal processes in a lean and adaptable way.

■ **Increase in customer satisfaction**

Support your customer in different ways: either by payments, replacements or by using local service partners. At the moment a loss occurs flexible handling processes enable a service based on the specific customer needs. This is an additional benefit in this 'moment of truth'.

■ **Reduction of handling costs**

Design your internal processes in a lean and adaptable way. Processing times will be reduced by automation of claim handling steps, supply of all relevant data for the specific claim and optimization of claim handler's workload capacity.
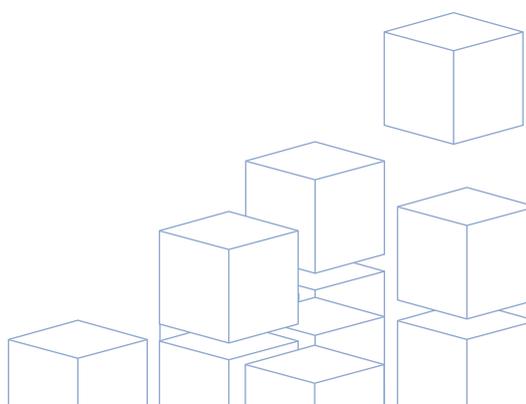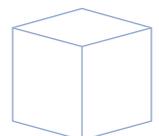
CLAIMS AND BENEFITS MANAGEMENT
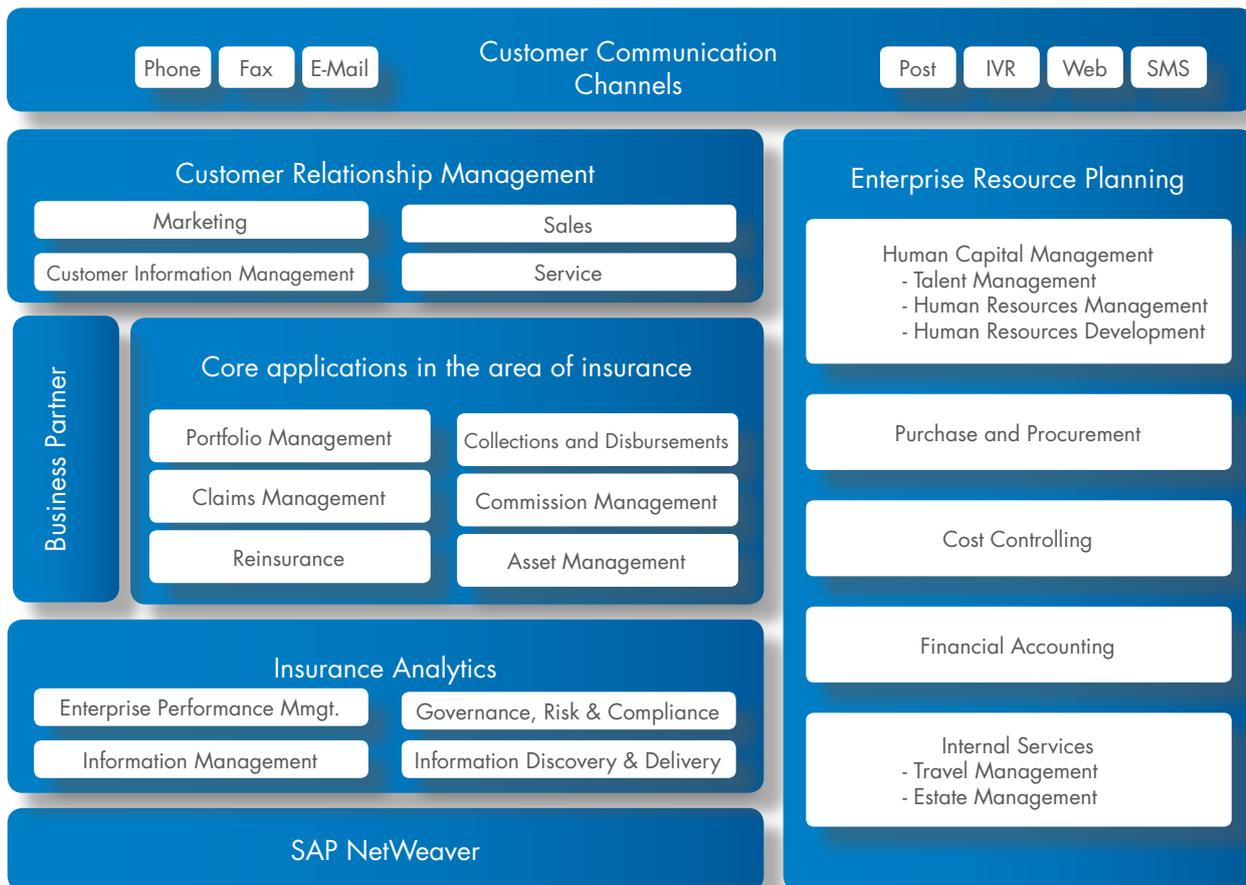## SETTLE THE MOMENT OF TRUTH ACTIVELY

■ **Small measures, big results:**

Reducing the relevant time for the claim handling process by five minutes per claim at an insurance company with 100,000 claims per year will lead to a saving of 1,000 man-days.

Integrated IT-systems – from legacy to payment systems – enable seamless claim handling. Furthermore, harmonization is successfully achieved when external applications can be integrated.

■ **Reduction of claim costs**

Use analytical measures to prevent overpayment or fraud. Comprehensive reporting creates transparency and helps to identify cost-drivers. Consistent and policy based claim handling of similar claims is achieved by intelligent inspection routines and plausibility checks.

The SAP for Insurance landscape

Customer Communication Channels							
Phone	Fax	E-Mail		Post	IVR	Web	SMS

Customer Relationship Management
- Marketing
- Customer Information Management
- Sales
- Service

Business Partner

Core applications in the area of insurance
- Portfolio Management
- Claims Management
- Reinsurance
- Collections and Disbursements
- Commission Management
- Asset Management

Enterprise Resource Planning

Human Capital Management
- Talent Management
- Human Resources Management
- Human Resources Development

Purchase and Procurement

Cost Controlling

Financial Accounting

Internal Services
- Travel Management
- Estate Management

Insurance Analytics
- Enterprise Performance Mmgt.
- Information Management
- Governance, Risk & Compliance
- Information Discovery & Delivery

SAP NetWeaver

CLAIMS
MANAGEMENT

# Service portfolio provided by ConVista

ConVista designs and implements your claims management processes. In addition to claims processing, this also includes the seamless integration of policy management systems and payment transactions, as well as external services and other topics, such as fraud detection.

We combine our process expertise with first class knowledge of technologies. Our consultants are specialized in implementation, maintenance and enhancement of the SAP-component Claims Management, as well as the overall solution msg.PIA.

A key component of claims management is SAP FS-CM. It was developed as a flexible and very adaptable software, which integrates claims processes for motor, property, liability, health, and life insurance claims. SAP Claims Management was designed as a stand-alone-system, but blends easily with existing SAP and non SAP systems due to its standardized interfaces.

ConVista's skills have been proven through successful deliveries of many international implementation projects – relying on the experience and know-how of ConVista's consultants. We offer analysis of systems and processes, process redesign, software specifications, implementations, developments and Go-Live-Support. About 10,000 claims are reported and processed with FS-CM each month using interfaces designed by us.

SAP Claims Management assists you in increasing the efficiency of your processes continuously and sustainably. You can automate entire standard processes in SAP FS-CM. It can also be an essential tool for claim handlers by actively assisting in handling complex claims and benefits. SAP FS-CM helps you to structure claims – starting with the notification of the claim and the allocation to a specific claim handler, followed by the actual claim handling and concluding with payment and recovery processes – while at the same time enabling you to increase your efficiency and drastically reduce costs.
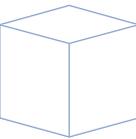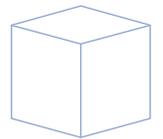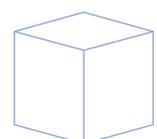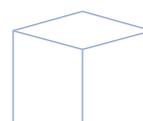
YOUR ADVANTAGES

ConVista, as a consulting company and system house, has committed itself to provide the highest possible efficiency in the fields of standard processes, standard software and standard operating models for our customers. We achieve an increase in efficiency by doing what we do best. This means optimizing all essential performance indicators.

› Lean processes, high levels of automation and shorter project duration times

› Individual, customized solutions and services all over the world

› Designing and implementing entire claims and benefit management processes

› Supporting the integration of existing processes and collection / disbursement processes, as well as integration of external service providers and fraud detection mechanisms

› Long-term experience in processes and implementation for every kind of insurance line of business worldwide

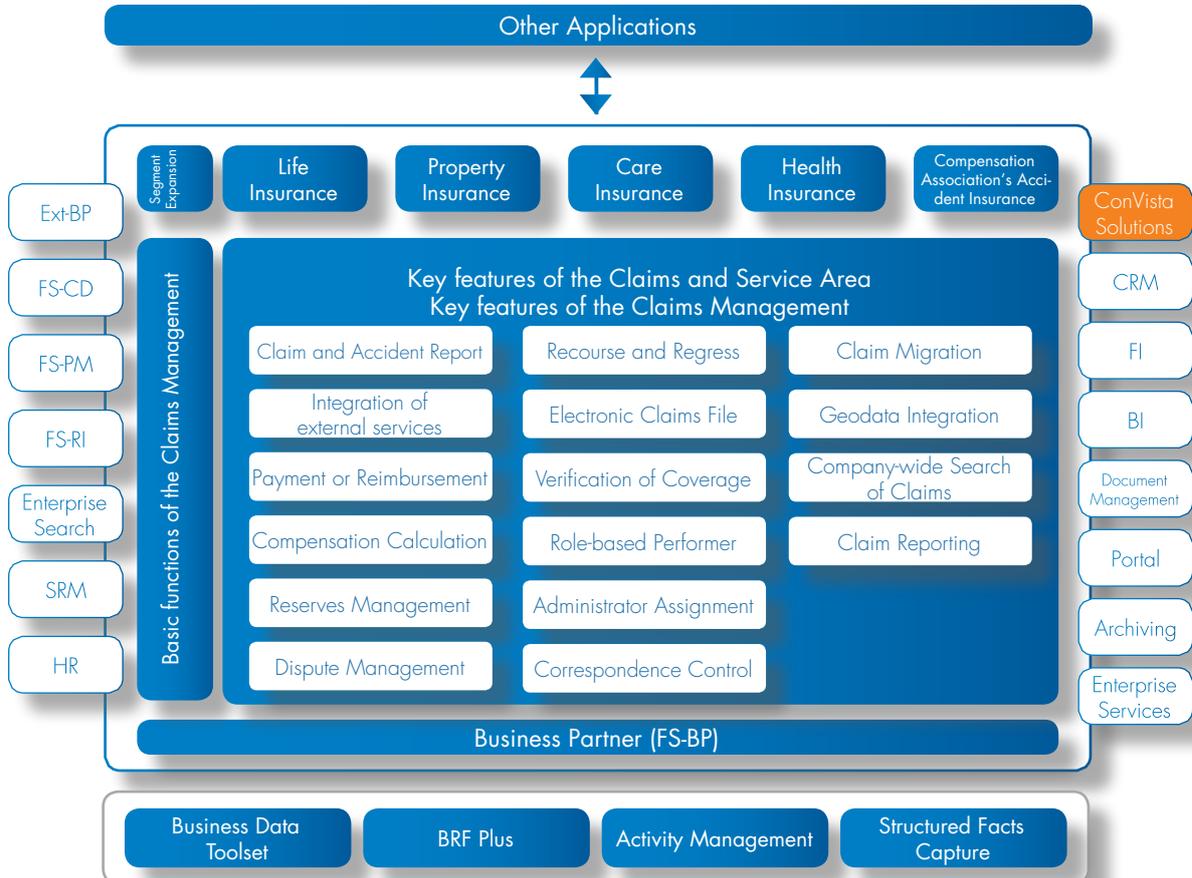› Optimization and control of reserves, payments and receivables

FS-CM integration into a heterogeneous application environment

Other Applications

Segment Expansion	Life Insurance	Property Insurance	Care Insurance	Health Insurance	Compensation Association's Accident Insurance

Ext-BP

FS-CD

FS-PM

FS-RI

Enterprise Search

SRM

HR

Basic functions of the Claims Management

Key features of the Claims and Service Area
Key features of the Claims Management

Claim and Accident Report	Recourse and Regress	Claim Migration
Integration of external services	Electronic Claims File	Geodata Integration
Payment or Reimbursement	Verification of Coverage	Company-wide Search of Claims
Compensation Calculation	Role-based Performer	Claim Reporting
Reserves Management	Administrator Assignment	
Dispute Management	Correspondence Control	

ConVista Solutions

CRM

FI

BI

Document Management

Portal

Archiving

Enterprise Services

Business Partner (FS-BP)

Business Data Toolset	BRF Plus	Activity Management	Structured Facts Capture

CLAIMS MANAGEMENT

Expertise to the power of 3!

Excellent process knowledge

Expertise in process, technology and methodology form the fundamental components of our work. For many years we have been developing process models, software and implementation techniques based on the know-how of our consultants and software engineers. Our sole aim is to make the processes in the field of FS-CM more efficient for our customers and thereby increase their success.

FOR THIS REASON WE COMBINE OUR KNOWLEDGE AND OUR EXPERIENCE IN OUR REFERENCE MODEL:

› The ConVista reference model visualizes a structured and standardized architecture with all key objects and processes needed for claims processing.

› The object and process-oriented visualization allows the fast capture of all relevant contexts in claims processing much better than any other text-based documentation.

› The integration of object and process models forms the basis for the conception of stable application environments.

› Our reference model is based on many years of experience in the area of claims processing and is being continuously improved by our specialists.

› It supports our structured approach, speeding up and facilitating the creation of business blueprints and solution proposals.

Reference model claims management
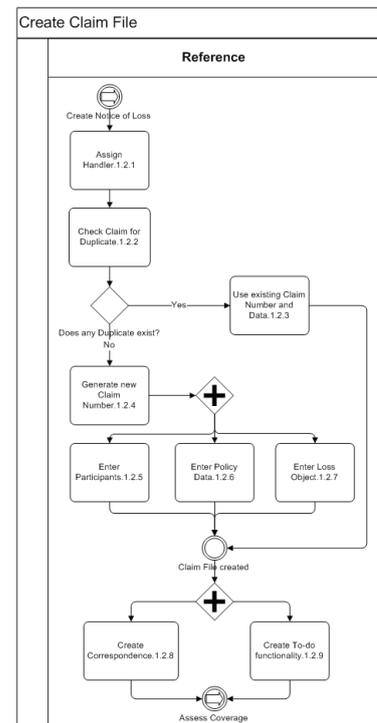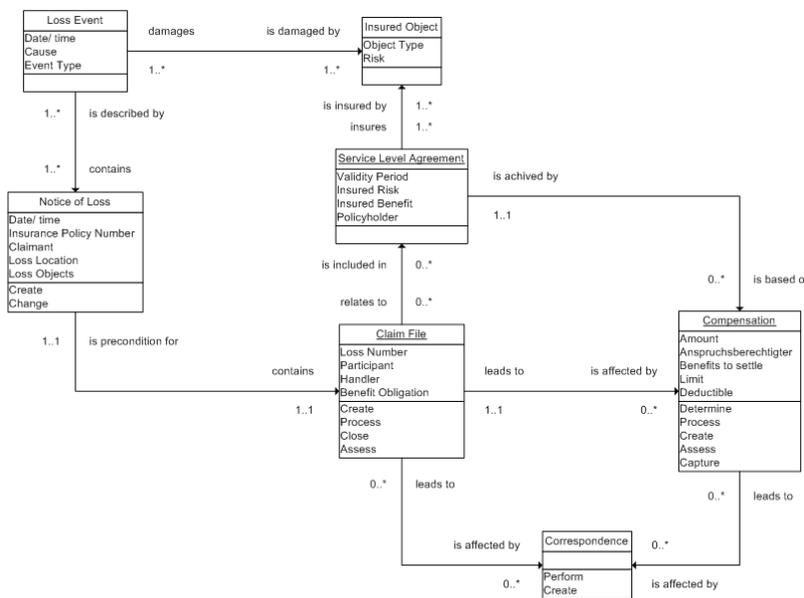
Premium method expertise

■ Integrated and lean projects in the area of Claims Management are provided by our process model named C-ENS. C-ENS Business Engineering is an established procedure to configure processes and emphasizes the economic model.

First class technology knowledge

■ We combine our expertise in processes and methodologies with outstanding knowledge of technology. As a Special Expertise Partner of SAP, our consultants are specialized in the implementation, maintenance, and enhancement of the claims management system SAP FS-CM.

ConVista Academy

■ Parts of our wide range of courses offered by the ConVista Academy are available for both employees and clients – these include for example:

SAP FS-CM LoB functionalities

In this course you will receive a broad overview on claims management. It will focus on the flexibility of the system with regard to the class specific processes for life, P&C and health insurance, accompanied by detailed exercises. The main focus of the course can also be adjusted to your branch's individual demands.

General introduction to insurance business

This introductory course is designed to give participants an overview of the insurance industry and the structure of an insurance company. It covers the structure of the insurance market, the variety of products available and their particu-larities, as well as insurance company's business processes and their dependencies.
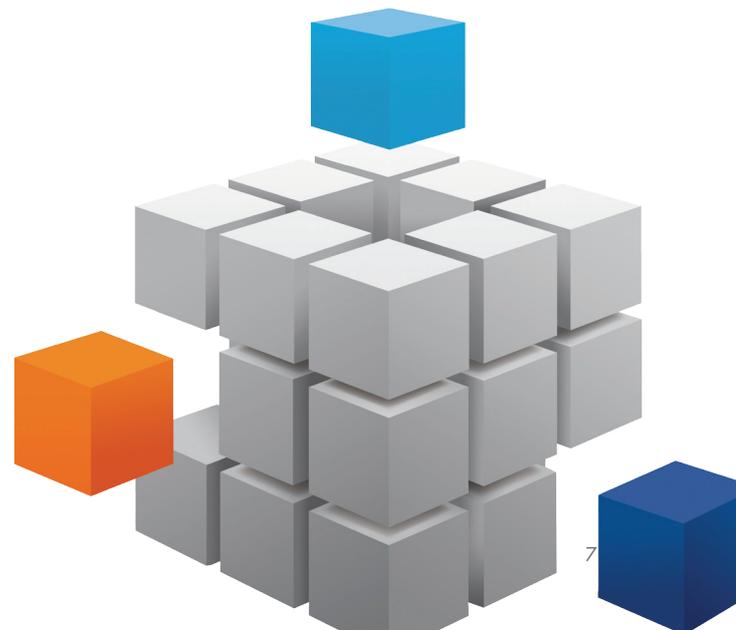
■ YOUR CONTACTS

Ulrich Hille

Associate Partner

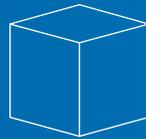**E-Mail** Ulrich.Hille@ConVista.com
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