

Enhanced Claims Processing

Ideas for Managing an Increasing Workload





Agenda

- Background
- Staffing
- Technology
- Business Process Improvements
- Legislative Initiatives
- Future



Background

- 1995 (pre-Internet)
 - Approx. 1,000 new claims per month
 - Avg. processing time was 3 months
- 1996 – 2003
 - Approx. 5,000 new claims per month
 - Avg. processing time was 1 year
- 2004 – 2005
 - Approx. 6,500 new claims per month
 - Avg. processing time is 3 months



Staffing

- Use temps for clerical work
 - Free up experienced staff
- Start a student assistant program
 - Internship for credit only
 - Or hourly wage
- Institute Flexible Shifts
- Utilize Overtime Effectively
- Welcome Back Retiree's



Technology

- Workflow Processing System
 - Queue driven
- Imaging
 - Barcode
 - Optical/Intelligent Character Recognition (OCR/ICR)



Business Process Improvements

- Risk/Benefit Analysis
 - Take another look
 - Find out what it costs to process a claim
 - Start with a pilot
 - Post-payment audits



Business Process Improvements

- Small Claim Pilot
 - Account Criteria:
 - Cash Only (no stock)
 - SSN Match – value under \$1,000
 - No SSN – value under \$250
 - Claim Criteria:
 - Self-claimant (no heirs, 3rd parties)
 - Address certification
 - Hold harmless affidavit
 - Notarized signature



Business Process Improvements

- Small Claim Pilot
 - How it works:
 - Account criteria triggers special claim form on the Outreach & Internet databases
 - Incoming forms are scanned to a special work queue
 - Queue is cleared daily
 - Pay claim
 - Or move to different queue



Business Process Improvements

- Small Claim Pilot
 - Results:
 - More than 40% of all new claims meet the account and claim criteria
 - 80% of those are paid within 5 days
 - Imaged documents reduced from avg. of 6 pages to 1
 - Reduced outgoing correspondence
 - Post audit findings:
 - 89% “minimal/least risk” category
 - 11 % “moderate/most risk” category



Business Process Improvements

- Claim By Phone Pilot
 - Communication Center
 - Caller verifies information with Representative using Accurint
 - Call is recorded, information is entered to system
 - Similar criteria to Small Claim, but no claim form or signature is required
 - Payment in 3 days



Legislative Initiatives

- Due Diligence by holders
- Raise the aggregate
- Revise publication requirements



Future

- Compliance = Claims
- Self-service
- Privacy Concerns