



# Solutions for Claims Management

Reduce cost, complexity and delay,  
and improve citizen service.

# Automate claims processing and reduce time to resolution.

Government agencies struggle to deliver critical benefits to people in need while meeting mandates for responsiveness and digital transformation. Document-intensive processes are particularly prone to delay as agencies locate, collate and verify documentation. Xerox® solutions for claims management help reduce cost, complexity and delay, streamlining processes and improving citizen service levels.



## Better service and lower cost to the public.

As a result of major spending cuts and hiring freezes, government agencies are challenged every day to do more with less. With limited resources, agencies are pushing hard to increase efficiency by executing a “digital transformation,” without compromising existing levels of service or budget allocations.

We can help, by transforming document processes to make them more efficient. Documents represent a significant opportunity area for optimization because they are cost- and labor-intensive. According to research by the Association for Information and Image Management (AIIM), organizations experience a 4X improvement in customer responsive time and 30% overall employee productivity, on average, as a result of digitization.<sup>1</sup>

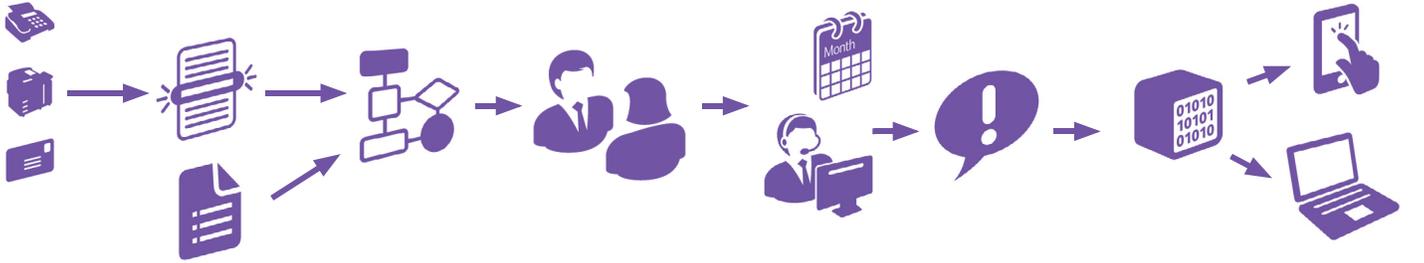
Xerox® solutions for claims management enable you to:

- Collect and manage claim information from many sources, including web eForms, fax, email, regular mail, phone (audio files), and more
- Simplify claims adjudication with end-to-end workflow automation
- Improve citizen service with faster processing and decisions, and prompt replies to queries
- Integrate content management functions with your back-end data and scheduling systems
- Assign tasks and monitor performance at all stages of the process
- Enable staff to retrieve information in seconds, improving the speed and accuracy of decision-making
- Maintain data security and confidentiality, supporting federal- and state-mandated privacy and retention guidelines

## Claims Management Self-Assessment

- How many claims do you process each month?
- How many claims does each staffer manage concurrently?
- How long does it take to process a typical claim? How long for a contested claim?
- How much time does your staff spend re-keying information?
- What percentage of claims cannot be processed within government-mandated timeframes?
- How many claim documents are provided as searchable, digital files?
- What percentage of your team’s day is spent storing and managing documents?
- How many filing cabinets of case documents do you have in your immediate office?

## Claims Management Automation



Capture incoming documents and information from a variety of sources.

Automatically route to digital case folders based on user profile or document metadata.

Claims are immediately processed or escalated based on pre-defined criteria.

Claims information resides in a secure, searchable archive, linked from the mainframe system.

### Easily build paperless, organized files.

Our solution enables anyone involved in the claims process to scan hard copy documents using MFPs, desktop scanners or even smartphones, and store them online in a secure central repository where they are linked with other information in a case folder. Documents can be captured individually or in batches; and additional documents can be added on the fly. Legacy paper copies can be destroyed or archived offsite, significantly reducing the need for file cabinets or onsite storage.

### Automate processing and escalate issues with intelligent workflows.

We help you maximize your efficiency through every step of the claims submission and adjudication process. For example specific claim types can be prioritized over others. Submissions that require additional review can be automatically routed to specialists along with any relevant files. Adjudicators can instantly retrieve and review the documents via web, desktop or mobile UI, streamlining the issue handling process and enhancing accountability.

### Increase productivity for agents.

By digitizing and automating labor-intensive document processes, employees can focus on customer service and other high value tasks. Instant, online access to all the information related to a claim means representatives can quickly review, escalate or approve the request. This can happen in realtime with a customer, eliminating many of the repeat calls or visits that consume adjudicators time. With streamlined consistent processes, adjudicators' productivity and responsiveness can increase significantly.

### Improve customer experience.

With our solution, claimants can file their initial claims whichever way suits them best - eForm, fax, mail, or even a phone-based interactive Voice Response (IVR) system. By aligning and automating the engagement process, agencies can process each claim faster and reply promptly to inquiries from claimants. Case information can also be made available online in a secure digital repository and integrated into the agency's web portal for faster, more timely access to information.

### Ensure compliance with government mandates.

Our solution doesn't just speed up the process so you get more done; it also helps you address government responsiveness requirements around claims processing. By maintaining all case files and related information in a secure, auditable repository you can also comply with PII and transparency requirements. Every step of the workflow process is also logged for reporting purposes, so an auditor can quickly see all the details related to a specific claim, or assess overall compliance.

"The Xerox® solution significantly increases adjudicators' productivity. Previously they weren't assigned a file until the eighth day after a claim was filed. Now they receive it on the third or fourth day,"

Jerry Pectol, Division Director of Unemployment Insurance, Oklahoma Employment Security Commission

Xerox® solutions for claims processing helps government agencies reduce cost, complexity and delay, and improve citizen service.



### **Xerox® technology and services help automate and simplify your key document processes.**

Xerox is a recognized leader in document and content services. We hold the Number One position for Managed Print Services (MPS) worldwide.<sup>2</sup> We process billions of documents annually, with over 17 million data fields extracted from documents every day. With over 14,000 service delivery professionals across 160 countries we have the knowledge, resources and infrastructure to address your document needs.

### **Xerox® Content Management Services**

We can help you automate and simplify a broad range of document processes in your organization by combining our content management and workflow platforms with the technical and domain expertise of our professional services organization. Based on the award-winning Xerox® DocuShare® enterprise content management platform, Xerox® Content Management Services help you capture, store, share and transform paper-based and electronic documents from a variety of sources—web, desktop applications, tablets, smartphones and MFPs.

### **Xerox® Document Analytics Service**

Understand how, where and why documents are used across your organization with our unique tools and methodology. We give you an exceptional view into print and document filing so you have the insight you need to pursue additional savings and efficiencies through document digitization, workflow optimization and distributed access.

### **Xerox® Workflow Assessment Services**

Combining our workflow domain expertise, qualitative and quantitative information gathering, and proprietary tools and analysis methodologies, Xerox® Workflow.

### **Learn more today.**

Contact your Xerox® Workflow Automation representative or call 1-800-735-7749 today. Visit [www.xerox.com/ecm](http://www.xerox.com/ecm) for additional information on Xerox® content management, workflow and imaging services

<sup>1</sup>AIIM Industry Watch - Winning the Paper Wars, July 2013

<sup>2</sup>As rated by Gartner, IDC, Forrester and Quocirca.