

V3locity ClaimsCenter

ClaimsCenter increases the efficiency and effectiveness of group disability claims operations either as a stand-alone solution or straight-through to V3locity CoreAdmin.

BENEFITS

Speed and Agility

ClaimsCenter greatly reduces turnaround times for disability claims processing. Use advanced analytics and configurable technology to adapt quickly and optimize outcomes for different claims scenarios.

Customer Experience

ClaimsCenter's digital engagement, and 360-degree customer service capabilities combine to help you deliver an outstanding customer experience. Provide advice and guidance to your customers when they need it, serve them quickly and conveniently, and drive better health outcomes for employees.

Data Accuracy

ClaimsCenter provides a single source of the truth for more efficient and effective disability claims processing and real-time status updates.

BUSINESS CHALLENGE

In a growing but intensely competitive market, claims service drives employer and employee satisfaction with group disability products. The efficiency and effectiveness of claims operations also significantly drives the profitability of these products. But overly manual claims processes and phone and paper-dominated customer engagement approaches too often result in poor claims outcomes. Disability insurance companies need to simplify, automate, and continuously optimize their claims processes to remain competitive. They need accurate, real-time claims data and analytics to underpin excellence in their disability claims operations and contemporary, omni-channel engagement alternatives to meet and exceed customers' servicing demands.

V3LOCITY CLAIMSCENTER

V3locity ClaimsCenter, a complete, customer-centric claims solution, streamlines your disability claims operations, helps you gain the analytical insights necessary to optimize claims outcomes, and transforms how you engage with employee and employer claimants. ClaimsCenter provides absence/leave management capabilities for the full range of leave options – short- and long-term disability, FLMA, state-specific, and company-specific. ClaimsCenter leverages the uniquely robust enterprise features of V3locity - CRM, workflow management, document and content management, reporting, and analytics.

We offer ClaimsCenter either as a stand-alone claims solution or as part of a complete, straight-through solution seamlessly integrated with Vitech's market-leading CoreAdmin suite, DocCenter and Digital applications. ClaimsCenter offers robust claims functionality out-of-the-box along with high configurability to adapt and optimize claims processes.

The AWS-powered data lake provides next generation, real-time analytics to monitor service levels, detect process bottlenecks, continuously score claims, and recommend the necessary actions to optimize claims outcomes. Integration with V3locity CoreAdmin can further optimize data exchange and accelerate overall automation efforts.

CAPABILITIES

- Electronic, file-based, on-line, manual claims entry
- Advanced provider master subsystem
- Fraud detection
- Claim risk rating, automated routing for internal processing
- Good order rules, document requests for external processing
- Multi-tasking for claims operators

ENTERPRISE FEATURES

- Workflow & Imaging
- Document/Content Management
- Customer Service
- Digital Self Service
- Query & Reporting
- CRM
- Correspondence
- Dashboards/real-time analytics for process optimization
- CoreAdmin for straight-through policy administration

GROUP PRODUCT LINES

- Short-Term Disability
- Long-Term Disability
- Life
- Supplemental Health
- Dental
- Vision
- Critical Illness, Hospital Indemnity, Accident
- Leave/Absence Management

V3LOCITY SOLUTIONS

- Responsive/adaptive user design
- Microservice-based server
- Extensive digital capabilities
- Service-based integration capabilities
- Designed for high functional fit
- Public Cloud-based
- Modern, extensible technology

V3LOCITY ON THE GO

- Mobile
- Employer
- Member
- Provider
- Broker
- LOB – dashboards and workflow
- Alexa-enabled for member self-service

V3LOCITY DIGITAL

- A cloud-native, true SaaS customer-servicing platform
- Sleek user-interface for desktop, tablet, or mobile
- Responsive sizing and layout
- Accessible, WCAG2.1 compliant
- Available as an "app store" app using hybrid/native branding

ABOUT VITECH

Vitech is a global provider of cloud-native benefit and investment administration software. We help our Group Insurance, Pension Fund Administration, and Investment clients expand their offerings and capabilities, streamline their operations, gain analytical insights, and transform their engagement models. Vitech employs over 1,400 professionals serving over 100 of the world's most successful insurance, retirement and investment organizations. Our market-leading platform, V3locity, is a transformative suite of complementary applications that offer full life cycle business functionality and robust enterprise capabilities. Vitech has been recognized by Celent as a three-time XCelent award winner. For more information, please visit our website at www.vitechinc.com

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