

## COURSE OUTLINE – (FTB-C-001)

### FINEOS GUI OVERVIEW - CLAIMS

#### Overview

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The ***FINEOS GUI Overview - Claims*** course is designed to describe the features and capabilities of FINEOS Claims while demonstrating the functionality through pre-configured scenarios on the system.

#### Objectives

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To provide attendees with an overview of the claims functionality contained in the FINEOS application.

At the end of this course participants should have a high-level understanding of the following:

- Claims Manager
- Claim types
- Benefits

#### Who should attend?

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Anyone seeking an overview of the FINEOS Claims functionality or an introduction in advance of more in-depth Claims training:

- Project Managers
- Marketing Consultants
- Finance
- HR consultants
- Training Consultants
- Functional Team Leads

#### Pre-requisites

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**Courses:**

FTB-F-001 – FINEOS GUI Overview - Front Office

#### Course Content

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##### Module 1: Introduction to Claims Manager

- Claims Manager functionality
- Claims Manager tabs

- Claim types
- Claims management

**Module 2: Managing Claims**

- Searching for claims & benefits
- Creating claims
- Managing claims




**Module 3: Managing Benefits**

- Creating benefits
- Managing benefits
- Processing claims and benefits

**Format & Duration**

Delivery	Lecture-Style Presentation	Duration	1/4 Day
<b>Description</b>			
Courses in this category take the format of a <b>lecture style presentation</b> i.e. non-practical. They are intended to give participants an overview of a particular capability of the FINEOS product through demonstration rather than participation. The desired effect is for participants to ' <b>SEE</b> ' how a particular part of the product works in order to facilitate communication with colleagues.			

**For further information, contact FINEOS Training Services:**

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