FINEOS

FINEOS Absence **solution resides on the open core, cloud-based FINEOS Platform, powered by AWS and delivered as a Software as a Service (SaaS) model.**

FINEOS Absence

Maximizing Value with Proactive Absence Management

In an era of talent shortages and expanding benefits packages, employers are becoming more proactive to understand the trends in the workforce which impact employee engagement and productivity. By providing integrated insights on one of the most important drivers of productivity – absenteeism – new ways to add value and avoid operational disruption can be found. With FINEOS Absence and its AI-enhanced capabilities, employers can streamline their processes for managing absences, respond sooner to concerns, and reduce overall costs, including the cost of compliance.

Better Outcomes, Faster Return to Work

Improve Accuracy and Gain Insights

- Create a comprehensive benefits solution for all disability, claims, and leave-related absences.
- Enhance service delivery and reduce costs with integrated absence, disability, and claims information.
- Make informed decisions with easy access to integrated information.
- Prevent recurring absences by identifying absence patterns and addressing underlying issues.
- Provide 24x7 self-service and real-time updates for increased transparency, adherence to company policies, and accurate compliance.

Optimize Operations, Increase Productivity

Simplify Complexity and Reduce Costs

- Provide a single interface to reduce duplicate data entry and manual calculations across systems and spreadsheets.
- Streamline processing of leave requests, approvals, and absence tracking.
- Improve case management with AI-enhanced assignment routing and escalation.
- Increase transparency between employers and employees with easier access to shared information.
- Reduce duplicate follow-ups and communications across systems.

Deliver Unified, Digital Experience

Flexibility and Usability

- Out-of-the-box accelerators for deployment, including data migration tools, to reduce setup requirements, and ensure smooth integration with other systems.
- SaaS solution delivered either stand-alone or as part of an end-to-end platform solution.
- Highly configurable, scalable platform to support claims service delivery.
- APIs that matter to support transactions and customer interactions throughout the entire claims lifecycle.
- Trusted and compliant platform to support the most stringent security and regulatory requirements.

Key Features

- Integrated claims and absence management with comprehensive reporting and advanced analytics
- AI-enhanced workflows with reduced follow-ups
- Role-based portals with robust search engine for 24x7 self-service
- Intelligent case management to assign and route claims
- Easily delegate authority, submit, and retrieve documents, and create a unified payment stream
- Track and benchmark absence, claims, and accommodation reasons
- Score absence requests, completions, and return-to-work predictors
- Automated federal, state, and municipal regulation compliance
- Modern APIs for digital ecosystem integration

FINEOS Absence Outcomes

Increased Satisfaction

- Higher levels of employer satisfaction and employee engagement from streamlined communications, easy-to-use software, transparency of information, and AI-enhanced processes.
- Improved outcomes and return-to-work rates from integrated tracking, management, and reporting of absences.
- More sales generated from offering a benefit package with an integrated, holistic solution for absence management.
- Deeper relationships with employers by providing expanded views of information and insights about their employee population.

Proactive Decision-Making

- Reduced frequency and duration from analyzing factors driving absenteeism.
- Earlier escalation of potential fraud and cases warranting management attention.
- Increased effectivness in predicting peak absence periods and potential workforce shortages.
- Improved capacity for detailed analysis with easier access to integrated information.

Improved User Experience

- Reduced learning curve with AI-enhanced, step-by-step guides.
- Less frustration and time spent working through fragmented processes and multiple systems.
- Increased efficiency and effectiveness from seamless access to information and supporting documentation for case management and unified payments.

Reduced Costs and Risks

- Less cost and time spent researching, interpreting and complying with federal, state, and municipal regulation.
- Fewer errors and service inquiries from manual calculations, payments, and duplicate data across systems.
- Reduced potential for fraud and payment duplication by having integrated information and processes.
- Lower total cost of ownership by eliminating redundant software, hardware, and data.
- Enhanced security and compliance.

The FINEOS Platform

FINEOS Absence is supported by the **FINEOS Platform** which is purpose-built for the Life, Accident and Health industry and the Employee Benefits market to seamlessly support insurers, employers, and employees on their insurance journeys. It is deployed as an end-to-end core solution or as components for incremental transformation on secure, scalable SaaS cloud technology.

Visit our website: **www.FINEOS.com**

To learn more about
FINEOS Absence
or to request a demo,
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