



FINEOS Claims

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

Purpose-Built to Bring Life to Claims

FINEOS Claims brings insurance value to life through superior claims handling. With its AI-enhanced workflows, including machine learning, predictive analytics, intelligent automation and comprehensive management capabilities, insurers can provide interactive and efficient experiences that increase customer satisfaction, produce better outcomes, and reduce costs. The purpose-built design of FINEOS Claims ensures user-friendly interactions every time, resulting in unparalleled levels of service.



Service

People and Process

- FINEOS Claims streamlines standard claims and simplifies complex ones.
- AI-powered workflows to guide claim processing, streamline task prioritization, and optimize resource allocation.
- Integrated policy and claims information for faster coverage verification.
- A single view of customer information with complete claims history.
- 24x7 role-based self-service to reduce unnecessary inquiries.
- 3rd party integration for improved case management and faster payments.
- AI-generated management alerts and predictive flags to support early detection of anomalies, enabling faster escalation and better handling of complex or high-risk claims.



Business

Improve Results

- Reduce operational costs and improve efficiencies with streamlined, low-touch, no-touch claim processing.
- Measure what matters most in the claims experience with easier access to the right information.
- Reduce claims leakage with integrated 3rd party information, auto-escalation, and tighter claims management.
- Produce better outcomes with proper case handling, improved coordination of benefits, and accurate information.
- Detect potential fraud faster with fully configurable AI-powered alerts to claims management.
- Improve return-to-work planning with AI-driven analysis of historical claim data and claimant recovery patterns.



Technology

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.
- AI-assisted configuration tools to recommend workflow optimizations and surface system improvement opportunities.
- 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

- End-to-end automation for the entire claims process – from initial notification to financial settlement.
- The only platform offering an integrated life event experience that seamlessly combines disability and voluntary benefits.
- Fully integrated functionality across front end, middle, and back office.
- Role-based portals for 24x7 self-service.
- Accessible on smart phones and tablets.
- AI-powered claims scoring using advanced analytics and real-time decision models, with auto-escalation to trigger additional review or intervention when risk thresholds are met.
- Automated follow-ups, reminders, texts, and integrated email.
- Intuitive, easy-to-use claims reporting wizards.
- Rule-based claims assignments and configurable workflow scripting.
- Natural language processing (NLP) to automatically extract, classify, and act on unstructured information from claimant emails, notes, and documents.



FINEOS Claims Outcomes

Increased Satisfaction

- Enhanced customer experience through smoother interactions.
- Less time spent waiting on coverage verification and payment approvals.
- Reduced bottlenecks in claims processing from increased automation.
- Faster payment processing with 3rd party integration.
- Better outcomes and faster return-to-work from improved coordination of care and communications.

Reduced Costs and Risks

- Fewer inquiries with self-service and access to information.
- Reduced claim leakage from earlier detection of overpayments and potential fraud.
- Increased accuracy in forecasting reserves by leveraging customer and 3rd party information to gain deeper insights.
- Reduced litigation and settlement costs from better case management.
- Reduced fraud risk from integration with Social Security Death Index.
- Improved claims handling and settlement time with comprehensive access to all claims and payment history.

Improved Operational Efficiency and Effectiveness

- Reduced cost of compliance with streamlined reporting, including HIPAA, ERISA, and Unfair Claim Practice statutes.
- Increased data accuracy and consistency with ACORD-compliant interfaces.
- Automatically generated audit trails for all claims history.
- Increased automation to support Freedom of Information and other legal requests.
- Enhanced agility from improved resource utilization and streamlined processes.



FINEOS AdminSuite

FINEOS Claims is supported by FINEOS AdminSuite, the purpose-built solution for the Life, Accident, and Health industry and the Employee Benefits market. Designed to meet the evolving needs of insurers, employers, and employees, FINEOS AdminSuite enables seamless delivery of claims management across the insurance lifecycle. Whether deployed as a comprehensive end-to-end core system or through modular components for incremental transformation, FINEOS Claims leverages secure, scalable SaaS cloud technology and embedded AI capabilities to enhance accuracy, speed, and decision-making.

About FINEOS Corporation

FINEOS is a leading provider of core systems for life, accident, and health insurers globally. The FINEOS Platform for Employee Benefits is purpose-built for the group, absence, and supplemental benefits market. More than forty customers in North America use the FINEOS Platform, and FINEOS serves 7 of the 10 largest employee benefits insurers in the U.S. as well as a 70% market share of group insurance in Australia. With employees and offices throughout the world, FINEOS continues to work with innovative, progressive insurers in North America, EMEA, and Asia Pacific.

Visit our website: www.FINEOS.com

To learn more about
FINEOS Claims
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