FINEOS

FINEOS Claims for Disability Insurance

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

Experience the Power of Purpose-Built Claims Solutions

FINEOS Claims for Disability Insurance is a comprehensive software solution designed to enable carriers to easily navigate the complex and highly-regulated claims landscape of voluntary benefits, short- and long-term disability insurance for groups and individuals. Its integrated approach with FINEOS Absence, Policy, Payments and Provider, coupled with its AI-powered technology platform, including predictive analytics, intelligent automation, and real-time risk detection, redefining the customer's claim experience while improving the bottom line.

Increase Productivity

Streamline Claims Intake and Workload Administration

- Support your organization's unique claims servicing needs with automated workflows, AI-guided data capture, and intelligent scripting that personalizes the intake process.
- Accelerate service delivery with online coverage verification and eligibility as well as straight-through processing.
- Navigate seamlessly between short and long-term disability claims.
- Ensure higher quality service with rulebased assignments, automated escalations, and faster approvals.
- Enhance communications with shared information, integrated scheduling, and fewer follow-ups to claimants, rehab centers, and service providers.
- Improve service delivery and ensure compliance with comprehensive access to current and prior claims history.

Enhance Performance

Improve Claims Outcomes and Increase Profitability

- Inform and guide decisions, coordinate treatment options, and prevent fraud with online access to prior claims and provider cost history.
- Leverage AI-enriched analytics and predictive modeling to improve the quality of treatment decisions, reduce benefit durations, and proactively flag anomalies or delays in recovery trajectories.
- Estimate costs and recovery times more accurately with MD Guidelines.
- Improve contract negotiation, reduce costs, and prevent fraud with easier access to claims and provider information.
- Manage claims expenses more accurately with more sophisticated tools to monitor provider costs and practice patterns as well as industry trends.

Modern Technologies

Configured for Maximum Flexibility

- Out-of-the-box accelerators for deployment, including data migration tools, to reduce carrier setup requirements and ensure smooth integration with other systems.
- Embedded AI capabilities to continuously learn from claims patterns and recommend optimizations to rules and workflows.
- SaaS solution delivered either standalone or as part of a complete policy administration or end-to-end platform solution.
- Highly configurable, scalable platform to grow in line with business needs.
- 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

- Easy connection to self-service portals through APIs.
- Robust search engine for real-time information sharing and collaboration.
- Extreme flexibility in configuring claim structures, assignments, case management, follow-ups and payments (including multi-lingual and multicurrency).
- Complete claims and payment history with detailed calculations, explanations, back-dating, and audit trails.
- AI-enhanced analytics and reporting for realtime fraud detection, predictive audit targeting, performance optimization, and payment accuracy.
- User-configured triggers and heat maps for intuitive claims lifecycle management and faster identification of abnormalities.
- Natural language processing (NLP) to extract and classify key data from claim notes, emails, and attachments for faster triage and improved documentation accuracy.

Key Outcomes

Increased Carrier Satisfaction

- Deepened customer and provider relationships through fewer requests for information, faster authorizations, and integrated payment processes.

- Improved patient outcomes from more effective coordination of care between case managers, service providers, and rehab centers.

- Increased market competitiveness from faster response to the changing needs of the claims organization.

- Improved ability to track and manage the transition between short and long-term disability insurance claims.

- Faster, more accurate claims settlements with integrated authorizations and automated payments.

Decreased Claims Expense

- Reduced potential for inaccurate payments, inappropriate benefit extensions, or fraudulent activity through AI-driven anomaly detection, automated escalation, and intelligent decision support.

- Increased accuracy and less variability in claims payments from coordinated treatment plans.

- Increased accuracy in setting reserves.

- Improved ability to negotiate service provider contracts by having access to cross-functional information.

Improved Operational Efficiency and Effectiveness

- Decreased service backlogs and bottlenecks from waiting on policy and coverage verification.

- Increased staff productivity from fewer claims service inquiries and requests for information.

- Streamlined compliance and audits through automated file assembly – available anytime.

- Redundant technology costs eliminated by leveraging a unified platform.

FINEOS AdminSuite

FINEOS Claims for Disability Insurance is supported by FINEOS AdminSuite, delivered on the FINEOS Platform—a purpose-built core system for the Life, Accident, and Health industry and the Employee Benefits market. Designed to meet the evolving needs of insurers, employers, and claimants, the platform enables seamless delivery of short and long-term disability claims management across the entire 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 improve speed, accuracy, compliance, and the overall claims experience.

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 for Disability
or to request a demo,
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