

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

## Modernize Your Technology. Improve Your Outcomes. Transform the Claims Experience.

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 Short and Long-Term Disability Insurance for groups and individuals. Its integrated approach with FINEOS Absence, Policy, Payments and Provider coupled with its unified, state of the art technology platform delivers the enhanced customer service, improved claims outcomes and faster product innovation that carriers need to succeed.



### Productivity

#### *Streamline Claims Intake and Workload Administration*

- Design customized workflows to fit organizational roles and improve productivity.
- Web-based portals with guided intake paths to serve claimants, employers, call-center staff, and others.
- Online validity and coverage verification at the point of intake to ensure accuracy.
- Configurable, rule-based assignments, escalations, authorizations and, approvals.
- Integrated scheduling and follow-ups with 3rd party service providers on patient progress.
- Comprehensive access to claims files for service inquiries and to ensure compliance.
- Seamless navigation and transition between Short and Long-Term Disability claims.



### Results

#### *Improve Claims Outcomes*

- Deliver actionable insights to help improve the quality of treatment and reduce the length of time benefits are paid.
- Online access to prior claims and provider cost history to inform and guide decisions, coordinate treatment options, and prevent fraud.
- Improve communication and collaboration with carriers, service providers, rehab centers, and claimants.
- Easily integrates with MD Guidelines to estimate recovery timelines more accurately.
- Reduce under / over treatment, improve reserve and payment accuracy.



### Costs

#### *Reduce Expenses*

- Leverage cross-functional information to gain insights and opportunities.
- Unified technology platform enables sophisticated analysis of cross-functional information for contract negotiation, cost reduction, and fraud prevention.
- Manage claims expenses through analysis of provider practice patterns, as well as diagnosis and procedure profiling.
- Enables monitoring of claims and payment trends against industry benchmarks to identify potential fraud or treatment abnormalities.
- Provides analytic insights to guide decisions using prior and current data and carrier data sets.

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FINEOS AdminSuite – the only modern component-based group, voluntary and individual core system designed specifically for Life, Accident and Health on a single technology platform. Its fully integrated solution provides the functionality needed to meet today's requirements while providing a solid foundation for future innovation.

FINEOS Claims for Disability Insurance is a powerful software solution that seamlessly integrates with FINEOS Policy, Payments and Provider to provide a streamlined approach to one of the most critical interactions with customers and service providers.

## Key Features

- Cloud-based, self-service portals that work on multiple platforms and are integrated to support the entire claims lifecycle, including individuals, roles, organizational entities, benefits and other services
- Comprehensive search engine for real-time information sharing and collaboration among case managers, carriers, service providers, and claimants
- Robust API set for easy data and process integration with 3rd party service providers and vendors
- Extreme flexibility in configuring claim structures, claims assignments, case management, follow-ups and payments (including multi-lingual and multi-currency)
- Comprehensive, feature-rich payment structures including detailed calculations with explanations, backdating, audit-trails, recurring, one-time, full payment histories
- Rule-based analytics and extensive reporting for audits, performance management, fraud control and payment accuracy
- User-configured triggers and heat maps for intuitive claims life-cycle management and faster identification of abnormalities

## Outcomes

### Increased Carrier Satisfaction

- Customer and provider relationships deepened through streamlined and seamless requests for information, prior approval authorizations, payment processes, and follow-ups
- Improved agility and responsiveness from workflow automation that supports the continuously changing needs of the claims organization
- Carrier's ability to track and manage claims and provider performance increased
- Faster, more accurate claims settlements with integrated authorizations and payments
- Patient outcomes improved through more effective collaboration between case manager, service providers, and rehabilitation centers
- Increased profitability from efficiency gains and lowered expenses
- Increased competitiveness in the market by being able to respond faster to change

### Improved Operational Efficiency and Effectiveness

- Simplified interface with external systems through a robust API layer
- Decreased service backlogs and bottlenecks from waiting on policy and coverage verification
- Increased productivity from fewer claims service inquiries and requests for information
- Streamlined compliance and audits through automated file assembly – available anytime
- Workflows and exceptions managed more efficiently with user-configured business rules
- Redundant technology costs eliminated by leveraging a unified platform

### Decreased Claims Expense

- Increased accuracy in claim payments by reducing manual payment calculation errors
- Reduced variability in claims payments from coordinated treatment plans
- Reduced unnecessary or uncovered expenses
- Complex cases or potential fraud claims escalated to management faster by leveraging analytics

## About FINEOS Corporation

FINEOS is a leading provider of core systems for life, accident and health insurers globally with 7 of the 10 largest group life and health carriers in the US as well as 6 of the largest life insurers in Australia. With employees and offices throughout the world, FINEOS continues to scale rapidly, working with innovative progressive insurers in North America, Europe, and Asia Pacific.

The **FINEOS Platform** provides core administration capabilities including integrated disability and absence management (IDAM), billing, claims, payments, policy administration, provider management and new business and underwriting; all of which are configurable to operate independently or as **FINEOS AdminSuite** - the leading Employee Benefits end-to-end core administration suite.

Visit our website: [www.FINEOS.com](http://www.FINEOS.com)

To learn more about  
**FINEOS Claims for  
Disability Insurance**  
or to request a demo,  
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