



**FINEOS**



# FINEOS IDAM – Integrated Disability and Absence Management

FINEOS IDAM resides on the purpose-built, cloud-based FINEOS Platform, powered by AWS and delivered as a Software as a Service (SaaS) model.

## Simplify the Complex

There are over 100 reasons to be absent from work with an ever-changing regulatory landscape, including federal, state, and municipal regulations. The FINEOS IDAM Solution simplifies complexity by automating processes around paid and unpaid absences, including insurance Short Term Disability (STD) and Voluntary benefits. Gone are the days of manual calculations, relying on spreadsheets, utilizing multiple legacy systems, or reading through a client profile database. FINEOS IDAM, the leading integrated disability and absence management solution, helps to ensure that you're compliant. With AI-enabled decision support, automation, and predictive insights, FINEOS IDAM reduces both costs and manual effort. A unified data archive gives you the security and analytical insight to run your operation.



For more information, visit [www.FINEOS.com](http://www.FINEOS.com)  
or to request a demo, email: [info@FINEOS.com](mailto:info@FINEOS.com)

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## Employer/ Employee Experience

### Save Time, Increase Satisfaction, Improve Outcomes

- Provide an easy to use, single point of entry for disability, absence and voluntary benefits management.
- Provide easy access to Fed/State, Municipal/Employer Plans.
- Improve overall user experience with AI-enhanced intuitive interfaces to guide employers and employees through the absence process.
- Enable 24x7 self-service for reporting and managing claims.
- Accommodate diverse employer designed leave plans.



## Claims

### Coordinate and Manage

- Provide a single intake for claims.
- Support smarter claims coordination through AI-assisted case triage, prioritization, and predictive return-to-work planning.
- Enable integrated proxy approval for leave plans.
- Use one case manager for an entire claim.
- Automate manual calculations and reduce the use of spreadsheets.
- Gain insights from instant access to cross-functional information.
- Promote efficient return-to-work outcomes with complete case history.



## Operations

### Streamline and Simplify

- Eliminate data duplication, work redundancy, and automatic follow-ups from multiple systems.
- Generate coordinated correspondence and reporting.
- Simplify complexity and reduce the costs of compliance through AI-driven automation, configurable workflows, and embedded regulatory logic.
- Create a comprehensive benefits environment that accounts for all disability, claims and leave-related absences, including accommodations.

## Key Features

- A 24x7 single point of intake and a comprehensive view of integrated disability and absence information.
- Fully-integrated functionality across front-end, middle and back-office operations.
- Business-ready, pre-configured processes.
- AI-enabled workflows to guide data entry and improve training.
- Automated tracking and reporting of customer inquiries.
- Integrated communications and streamlined follow ups.
- Accommodates diverse employer-defined leave plans.
- Unified payment stream with automated calculations for paid and unpaid leave.



# FINEOS IDAM Outcomes

## Improved User Experience

- Increased satisfaction from having the ability to manage employees' life events through a single, integrated system.
- Reduced frustration and cost of duplicate requests for information from providers and employees through integrated correspondence and communications.
- Enhanced self-service capabilities that allow employers and employees to submit claims, upload and retrieve documents, payments and other case related documents in a streamlined manner.
- Personalized, AI-guided assistance reduces time spent navigating policies and completing tasks.

## Simplified Processes

- Increased engagement, productivity, and better absence outcomes from AI-enabled workflows to guide employers and employees, automate task routing, and surface context aware recommendations for next-best actions.
- Reduced complexity of compliance with federal, state, and local regulation, including state-mandated and employer PFML plans.
- Streamlined routing of claims assignments and follow-up scheduling.

## Reduced Costs and Risks

- Decreased costs and time associated with people having to enter data into multiple systems.
- Reduced fraud and improved reserve accuracy with integrated analytics.
- Reduced time and costs associated with HR research and attorney fees for regulatory compliance.
- Decreased risk through automated regulatory compliance and a unified data archive.

## Use Data Efficiently and Effectively

- Track and benchmark absence, insurance claims and accommodation reasons.
- Score absence requests, completions, and generate predictive Return to Work (RTW) analytics using machine learning models.
- Identify frequency and duration trends (by codes, job type, etc.).
- Use AI to identify emerging patterns in claim types, duration trends, and compliance risk indicators.



## FINEOS AdminSuite

FINEOS IDAM 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, the FINEOS Platform enables seamless delivery of integrated disability and absence management across the insurance lifecycle. Whether deployed as a comprehensive end-to-end core system or through modular components for incremental transformation, FINEOS IDAM leverages secure, scalable SaaS cloud technology and embedded AI functionality to drive agility, ensure compliance, and enhance operational efficiency.

## 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](http://www.FINEOS.com)

To learn more about  
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