

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

FINEOS IDAM – Integrated Disability and Absence Management

Simplify the Complex

There are over 100 reasons to be absent from work and 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) claims. 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. Automating and centralizing IDAM reduces both costs and hours, while a unified data archive gives you the security and analytical insight to run your operation.



Employer/Employee Experience

Save Time, Increase Satisfaction, Improve Outcomes

- Provide an easy to use, single point of entry for disability and absence management.
- Improve overall user experience with simple, step-by-step interfaces to guide employers and employees through the absence process.
- Enable 24x7 self-service for reporting and managing claims.
- Increase productivity through intelligent workflow.
- Promote efficient return-to-work outcomes.



Claims

Coordinate and Manage

- Provide a single intake for claims.
- 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.



Operations

Streamline and Simplify

- Eliminate data duplication, work redundancy, and follow-ups from multiple systems.
- Generate coordinated correspondence and reporting.
- Reduce the number of automated follow-ups from multiple systems.
- Simplify complexity and reduce the costs of compliance.
- Create a comprehensive benefits environment that accounts for all disability, claims and leave-related absences.

The FINEOS IDAM Solution holistically addresses absence, claims, payments, and policy



The FINEOS Integrated Disability and Absence Management (IDAM) Solution simplifies complexity through seamless automation and integration of paid and unpaid absences, including disability, to improve employer and employee experience.

Key Features

- A 24x7 single point of intake and a comprehensive view of disability and absence information
- Fully-integrated functionality across front-end, middle and back-office operations for:
 - Artificial intelligence (AI) to streamline workflows and improve training
 - Automated tracking and reporting of customer inquiries
 - Integrated correspondence and streamlined follow-ups
- Integrated approach to claims, payment, and provider management
- Unified payments stream for paid and non-paid leave

Impact of FINEOS IDAM

Outcomes

Improved User Experience

- Single point of entry for reporting and processing disability and paid and unpaid absences
- Reduce frustration and cost of duplicate requests for information from providers and employees through integrated correspondence and communications
- Self-service capabilities allow employers to delegate authority, submit and retrieve documents and create a unified payment stream

Simplified Processes

- Simplified, step-by-step intelligent interfaces guide both employers and employees through the absence process to drive engagement, productivity and better absence outcomes
- Minimize the complexity of compliance with federal, state and local regulation through integrated implementation
- Route absence claims appropriately, schedule follow-ups, and easily assign resources

Reduced Costs and Risks

- Reduce costs and time associated with people having to enter data into multiple systems
- Leverage advanced claims analytics to reduce fraud and improve reserve accuracy
- Reduce the time and cost associated with HR research and attorney fees involved in regulatory compliance
- Reduce 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 predictive Return to Work (RTW) analytics
- Identify frequency and duration trends (by codes, job type, etc.)

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

To learn more about
FINEOS IDAM
or to request a demo,
email: info@FINEOS.com