

Pyramid eXpeditor for Claims

INSURANCE

Key Benefits:

- Improve Customer Service and Satisfaction
- Reduce Reliance on Paper-Based Processing
- Increase Worker Productivity
- Increase Process Visibility
- Increase Agent Loyalty
- Generate a Competitive Advantage

In the world of claims, insurance providers are faced with a number of challenges when trying to manage the unstructured processes and documents related to claims. Long cycle times, inconsistencies due to manual processing, and the constant hassle of searching through various disparate systems for information. Each of these challenges can result in producing an inaccurate or late settlement. Ultimately, violating regulatory compliances and a bad experience for your customers.



For insurance providers to compete in today's commoditized market, they must be able to quickly find, retrieve and use content within their everyday decisions. Being agile enough to change with market demands, and have unstructured and parallel processing capabilities within their claims process. Providers also must be able to rely on their employees to be as productive as possible in order to live up to customers high expectations of service.

Pyramid eXpeditor for Claims is an innovative claims solution designed to help insurance providers with the challenges of managing the unstructured processes and documents related to a claim. Providers are able to process complex claims faster utilizing a single interface regardless of the content's format or system it resides in.

Through centralized exception-based processing, employees are able to perform advanced document searches, tag documents for later use, generate analytics to track trends, and much more. Processors are now determining the next best steps for each claim based on insights gained from contextualized content.

Claims by nature do not follow a sequence of steps to reach a settlement. There are many different factors that can trigger different activities or tasks when processing a claim. Providers need a process that allows for exceptions to be processed without interfering or holding up other tasks. Pyramid eXpeditor for Claims leverages case management technology to give providers the capability of parallel processing with cross-departmental collaboration. Launch an investigation, request additional information, move to legal, or seek subrogation without interfering with parallel activities or workers.

Organizations have spent a great deal of time and money developing their systems of records to store critical data and content. Pyramid eXpeditor for Claims provides methods for linking to this data to reduce the number of systems that users are required to interact with to perform their jobs. Doing so allows continued use of existing investments enabling organizations to implement a consistent claims process.

Providers that want to remain competitive must deliver an enriched customer experience to attract and retain customers. A great customer experience increases loyalty and growth.

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Pyramid Solutions, Inc:

Pyramid Solutions Inc., is an innovative leader in design, implementation, and support of enterprise content management solutions.

Empowering Insurance, Banking and Government Institutions, Pyramid Solutions delivers better business outcomes that enhance customer experience and increase employee productivity contributing to organizational growth.

Armed with 25 years of industry experience, best practices, and advanced partnerships with leading edge technology companies, Pyramid Solutions helps organizations achieve their business goals.



Properly managing a customer's claim in a timely manner not only powers an enriched customer experience but also enables a proper audit trail if an escalation or review were to occur. As claims become increasingly complex and content focused, providers need to ensure that processors are able to make the correct decisions quickly to deliver a great customer experience.

With many line of business systems, such as claims, the content and information is stored within the application. This means that when one department needs information from another department they are forced to recreate the content. For example, when processing a claim, there may be a need to access documentation that was included within the policy system. Pyramid eXpeditor for Claims is built upon an Enterprise Content Management platform that provides the ability to access content from other departments and, just as importantly, provide access to content to people outside of the claims department. With this comes the security necessary to ensure that the right people have the right access to the right content throughout the organization.

Increase Employee Productivity:

- Handle unstructured content and processes within the claims process with parallel processing.
- Search and retrieve information no matter the format or where it resides from a single interface.
- Break down departmental silos and enables cross-departmental collaboration.
- Decrease errors and duplicates due to manual paper processing.
- Distribute work based on the characteristics of each claim.

Enable Growth:

- Leverage human knowledge and expertise resulting in faster cycle times and quicker time to settlement.
- Scale to meet market demands.
- Increase settlement accuracy and decrease overpayment or underpayments.

Increase Visibility:

- View a claim at any point in the process to see real-time KPI's, identify trends, generate forecasts, and identify bottlenecks.

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