



Streamlining Claims Note Processes

Creating claims notes and updating claims systems is often time-consuming and error-prone. Carriers can create efficiencies by leveraging automation.

The Vision

Insurance carriers are continuously seeking ways to bring efficiencies to the claims processing and claims settlement processes. Providing rapid turnaround in settling claims requires speed and the ability to integrate field adjusters' FileNotes with a claims management solution. The goal is to reduce manual effort of integration for claims processors and field adjusters. Implementing the right process improvements or automations with FileNotes is a value-add for efficiency and accuracy.

Requirements

The primary considerations for claims FileNote processes include:

- Claims FileNotes must be tagged to the correct phase of claim management, and it is critical to update any key attributes of claims adjustment
- Ability for FileNotes to be added and / or updated on any platform, including mobile
- Accounting for the possibility of automating FileNotes using bots and other AI methods

The Process

The FileNote solution primarily automates the process of creating a FileNote record and updating the same into a carrier's claims system. While the mobile app component of this solution facilitates the creation of FileNote records (without having to be logged into the carrier's insurance system) and submission, the automated bot component performs the task of updating the corresponding claim(s) on the carrier's claims system. As a combined solution, it eliminates the laborious manual effort of updating the claims system.



Submission through a FileNote Mobile App



Systems update through a software bot



Outcomes

An implementation of the claims FileNotes solution enables insurance carriers to:

- Reduce manual interventions and increase data processing speed
- Eliminates errors and data inaccuracies
- Increases the overall speed of the claims process

The HTC + Duck Creek Advantage

HTC's claims FileNote automation integrates with Duck Creek's Claims application and provides an enhanced and seamless user experience for claims and field adjusters.