

RiskShield Insurance Process Optimization (IPO)

Insurance Process Optimization Services

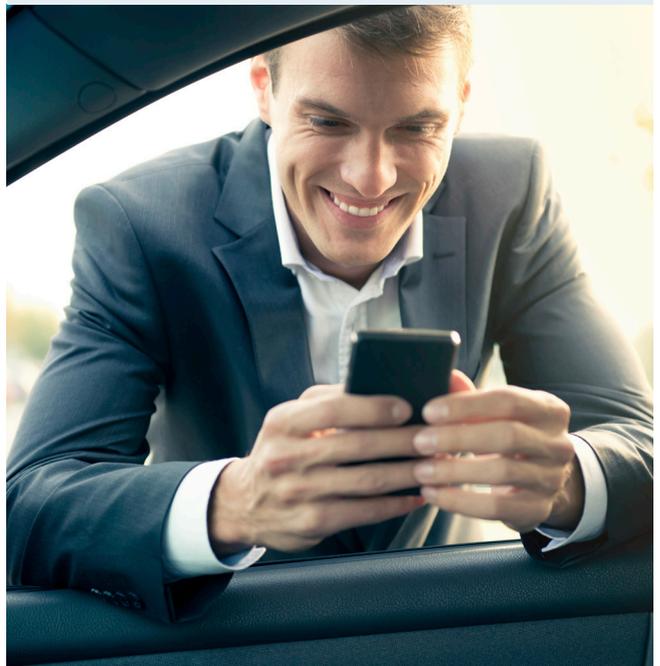
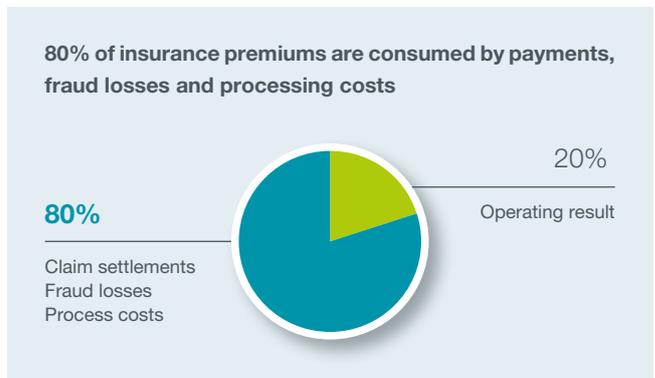
How to increase profitability and provide a competitive market advantage.

Insurance claims consume nearly 80% of insurance company's premiums in the form of payments, fraudulent losses, and processing costs. Therefore, insurance companies are justifiably concerned about optimizing the claims process but are often unsure about the most effective method to accomplish this.

Effectively managing this optimization can be challenging; and this is where Insurance Process Optimization (IPO) services can help you. This unique approach will first provide expert consulting on the most effective method to streamline the claim and SIU process. Our leading experts will perform an intricate analysis and look for opportunities to fill the "gaps" in a company's current processes. IPO services can optimize existing workflow across all lines of business and suggest new exciting methods to increase operational effectiveness. Unlike rigid "out of the box" optimization systems, IPO services provides a highly strategic, highly flexible solutions based process that will fit within a company's distinct and unique strategic approach. Partnering this flexible approach with an award winning intelligent routing system like RiskShield will undoubtedly unleash the business value of streamlining the claims process.

The IPO services will:

- 01 Increase productivity**
- 02 Increase customer satisfaction and loyalty**
- 03 Decrease operational costs**
- 04 Decrease loss exposure and risk**



Insurance Process Optimization services include:

01 Increase productivity by intelligent claim routing utilizing RiskShield or any existing software system. In one of our customers, we helped them determine that between 70-90% of their claims were routed improperly, which resulted in millions of dollars lost in wasted employee resources. Through IPO services we increased productivity through proper claim routing, which resulted in faster claim settlement.



02 Increase customer satisfaction and loyalty by optimizing the time to settle a claim by filling informational gaps in claims reports. A lack of basic information in claim first reports results in delays of 3-5 days in the settlement process, which results in delayed settlement and unhappy insured's. IPO services offer assistance with optimizing existing informational processes, or we can provide expert outsourced services to assist with this basic, yet highly significant, task. This "back office" assistance will allow the claims staff to focus on core operational strategies instead of secondary tasks.

03 Decrease operational costs by providing a streamlined fast track and low exposure settlement option. We discovered that one of our customers had upwards of 50% of their overall claims that could be settled in a cheap, fast-settlement option, saving valuable time resources. IPO services offers expert workflow management through process re-design or outsourced solutions. Both of these approaches will allow adjusters to focus on core processes and customer loyalty, both key elements of highly competitive insurance companies.



04 Decrease loss exposure and risk by SIU support for existing fraud processes or a fully managed outsourced expert SIU units to assist with newly recommended counter fraud areas. These new recommendations come in the form of Intelligent Handling Protocols (IHP) which are proven counter fraud processes. For example, IPO services offers a IHP for Minor Impact Soft Tissue fraud cases that results in mitigated or denied claims 95% of the time. We also have highly effective IHP's in the area of medical provider fraud.

A pilot test performed in one of our customer databases showed that upwards of 35% of all claims submitted showed some signs of suspicion in the area of medical billing fraud.

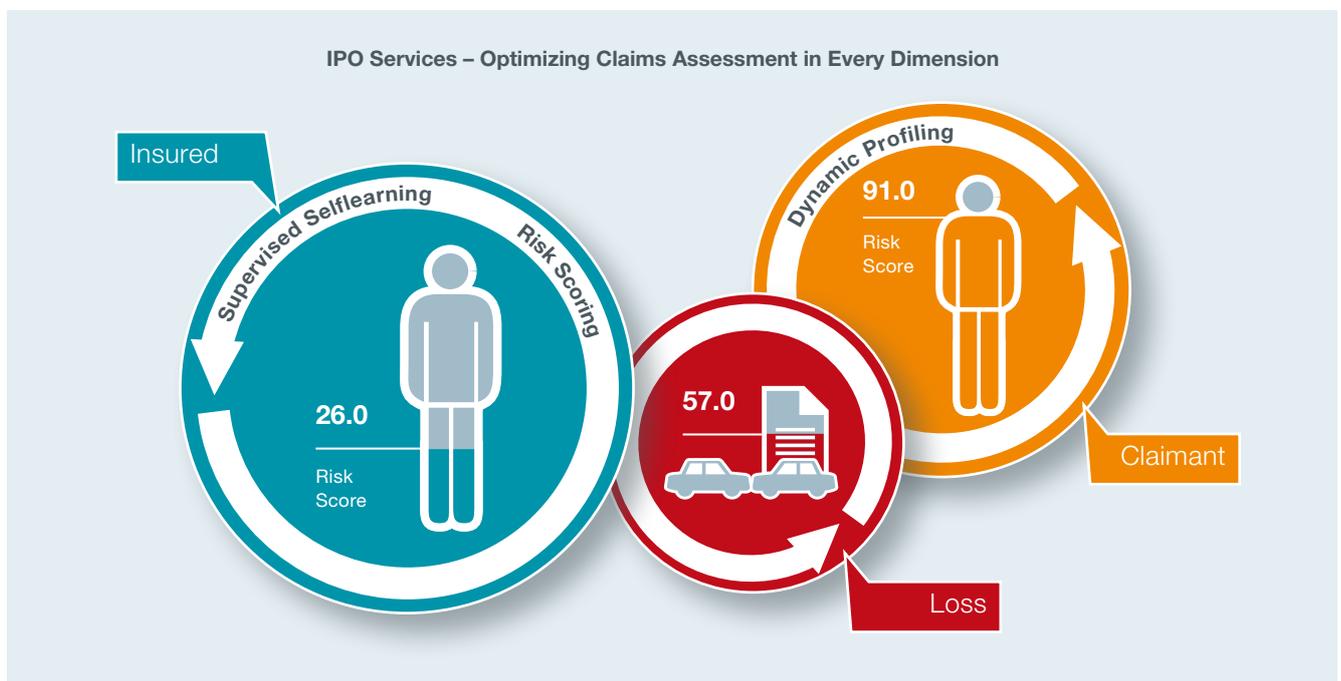


For these reasons, IPO services provides process optimization with a track record for success. Through expert consulting, technological support, and a fully configurable process, IPO services will assist you with increasing customer loyalty, reducing claims operational costs, increased savings, and ultimately create a more competitive, profitable company.

Multi-Dimensional Risk Assessment: An Holistic View on Your Claims, Insured and Claimant.

RiskShield Intelligent claim routing technology from INFORM can optimize the entire claims process from start to finish allowing clean applications, bills, and claims to flow smoothly and quickly through the system ultimately providing positive customer service. With a predictive approach, RiskShield incorporates time proven methods such as fuzzy logic, pattern recognition, business rules, and the use of both internal and external data sources to score

claims quickly and effectively resulting in valuable insights of fraudulent behavior. Sounds complex to maintain, but RiskShield's rules can actually be created, tested, verified, and deployed in real-time by fraud specialists and claims handlers of insurance companies themselves without any vendor support, IT support, or system downtime.



About INFORM

INFORM develops and markets software systems to optimize business processes on the basis of operations research and insurance expertise.

More than 35 insurance companies in Europe and North America benefit from advanced claims optimization and fraud detection software by INFORM in all insurance segments whether auto, property, life, healthcare, and travel insurance. INFORM employs over 550 staff from more than 30 countries.



arvato Financial Solutions

arvato Financial Solutions is synonymous with professional outsourcing services (Finance BPO) centering on reducing underwriting risk and support claims fraud detection and investigation by offering access to proprietary databases and professional services. As a financial solutions provider, we manage around 10,000 customers, specializing primarily in the insurance, retail/e-commerce, telecommunications, banking and healthcare sectors. This makes us Europe's third largest integrated financial service provider.



Contact

For more information about INFORM's risk-based solution for Insurance Process Optimization (IPO), please email us at riskshield@inform-software.com or call **+49 (0) 2408 9456-5000**

Further information about RiskShield can also be found at www.riskshield.com