



FluidTasks

CLAIMS

DATA SHEET



CLAIMS

Define and automate your claims workflow to ensure consistency and standardization, operational efficiency and save yourself precious time

The challenges of increased administrative burden in manual claim processing are not to be ignored. The consequential results include high costs, customer dissatisfaction, etc. which can potentially negatively impact the business greatly. By leveraging cutting-edge technology, you can address these issues. FluidTasks claims offer seamless automation and efficient management of claims, providing a superior experience for both insurance professionals and policyholders.

Our claims module aids an insurer in effectively managing all of their claims and ensuring a customer has an enhanced experience and thus improving retention rates.

Experience the benefits of streamlined operations, reduced administrative burden, and enhanced customer satisfaction with FluidTasks Claims

Customers have evolved with the world and now expect prompt and efficient service and a lack of a claims system can lead to poor customer experiences and a negative perception of the insurance company in this now hasty world.

Additionally, in the absence of a centralized claims system, there is a higher likelihood of inconsistent handling of claims. Different employees may interpret policies and procedures differently. This lack of standardization can lead to customer dissatisfaction and potential legal issues.

There are also increased admin costs as there is a need for additional staff to handle the increased administrative workload, increased paper usage, and longer processing times can all contribute to higher expenses. Just to mention a few of the various challenges that come with a manual claims system.

FluidTasks claims smoothens the process of managing claims that have been raised, the description, their stages, and any related data. Because the process can be a tedious one, causing some challenges including the ones mentioned above, FluidTasks provides easy-to-fill forms for registering their claims, analytic dashboards as well as customizable claims stages.

BENEFITS

- Customer satisfaction and retention
- Reduced Administrative burden
- Cost Savings

FEATURES

- Analytics and Reporting
- Claims Management
- Workflow Management

ANALYTICS AND REPORTING

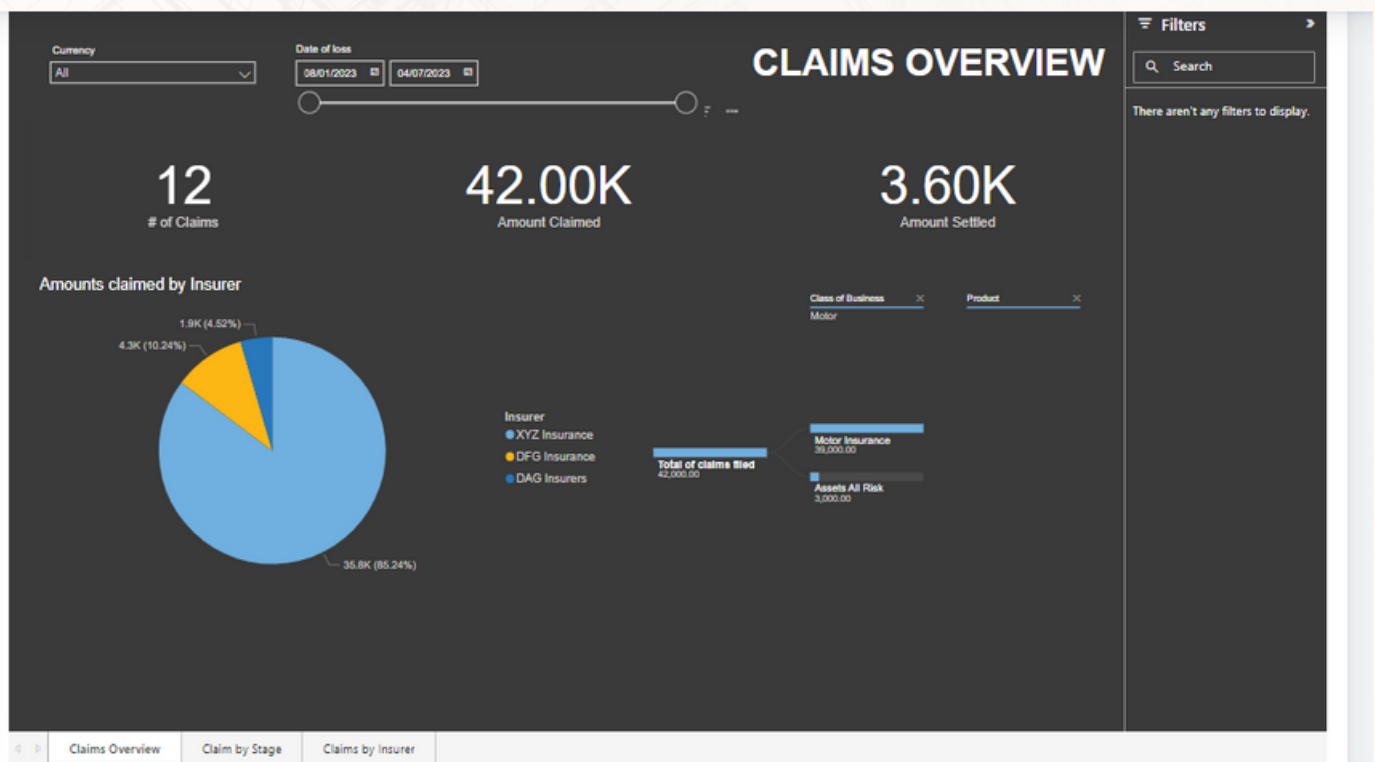
WHAT YOU GET

- Real Time Insights
- Performance Monitoring & Analytics
- Interactive Dashboards

FluidTasks Claims provides valuable data and insights that help insurance companies identify trends and areas with more risk. First, it collects and stores comprehensive data about claims, policyholders, and historical trends. Then, it enables insurers to analyze this data and make data-driven decisions.

By leveraging advanced analytics and reporting tools, insurers can gain valuable insights, optimize processes, and proactively manage risks. Without such a system, insurers may struggle to analyze data effectively, hindering their ability to make data-driven decisions and improve processes.

The Claims Dashboard also provides a visual representation of your claims processes helping you to optimize processes, evaluate performance, manage risks, detect fraud, and make informed decisions to improve overall operational effectiveness.



CLAIMS MANAGEMENT

Lack of efficiency due to excessive paperwork, multiple handoffs between departments, and redundant data entry leads to delays in processing claims and frustrating experiences for both customers and insurance professionals.

Also, insurance professionals have to handle a significant amount of administrative work manually. This includes collecting and verifying claim information and managing correspondence with customers, all of which can be tedious and prone to errors.

FluidTasks Claims carefully addresses these issues. Our user-friendly forms simplify data entry, saving you valuable time and lots of energy. It enables efficient handling of claims from start to finish, including claim submission, documentation, assessment, and settlement. This automation saves time, reduces errors, and improves overall efficiency.

With FluidTasks, customers can benefit from faster claim processing times and improved communication. They can submit claims electronically using portals, track the progress of their claims online, receive real-time updates, and communicate with insurance professionals through digital channels increasing customer satisfaction.

Additionally, because automating manual tasks will eliminate paperwork, and reduce processing times, a claims system can lead to cost savings for insurance companies as it reduces the need for additional staff and decreases administrative expenses.

BENEFITS

- **Intuitive time saving forms**
- **Improved Customer Experience**
- **Efficiency and Cost Effective Processes**

The screenshot displays the 'MANAGE CLAIMS' interface. At the top, there are tabs for 'All Claims' and 'Claim Details'. The main section is titled 'REGISTER/UPDATE CLAIM' and includes a 'Details' button and a 'Third Parties' link. The form contains several input fields: 'Claim No.', 'Insurer Claim No.', and 'Stage' (a dropdown menu); 'Customer' and 'Policy' (both dropdown menus); 'Date recorded:', 'Date of loss:', and 'Date of settlement:' (text input fields); a large 'Description of loss:' text area; and 'Amount claimed:' and 'Amount paid:' (text input fields). A prominent orange button labeled 'ADD A CLAIMS ASSESSOR' is located below the amount fields. At the bottom, there is a 'Comments (required):' section with a text input field.

WORKFLOW MANAGEMENT

The absence of standardized and customizable workflows in the claims process causes inconsistent processes, a lack of transparency, and inefficiencies in claim handling.

Organizations cannot establish a structured and tailored approach to claim management without a proper system and employees are defining their own processes.

FluidTasks enforces standardized processes, guidelines, and rules for claim handling. This ensures consistency in the claims workflow. It reduces the risk of discrepancies and improves fairness in claim settlements.

FluidTasks Claims also allows you to have the ability to define claims stages, offering flexibility and adaptability. You can modify and adjust the stages based on changing business needs, regulatory requirements, or industry best practices. This ensures that your claims system remains relevant and aligned with your evolving business environment.

Moreover, transparency in the claims process is improved. All stakeholders, including insurers, adjusters, and policyholders, have visibility into the progress and status of each claim. This transparency fosters trust, improves communication, and reduces the need for manual follow-ups or inquiries.

BENEFITS

- Flexibility and Adaptability
- Standardization and Consistency
- Enhanced Transparency

CONFIGURE CLAIM STAGES

| Name | Stage No | Description | Status | Payment stage | Terminal stage |
|---------------|----------|--|------------|---|---|
| File a claim | 1 | One has to file a claim first, providing as much details as possible | Pending | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Waiting Stage | 2 | This is the waiting stage for the Policy | Pending | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Approval | 3 | This shows if the claim has been approved | Approved | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Repudiated | 3 | Denied | Repudiated | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

Name:

Stage:

Description:

Status:

Payment request stage: Yes No

Terminal stage: Yes No

FluidTasks is unified & cloud-based insurance platform that enables insurers, MGAs and brokers to focus on their competencies by leveraging pre-built digital solutions.