DecisionsFirst Insurance Claims Handling Solution

Insurance claims management is a complex business. Customers want their claims processed quickly and their claims to be approved. Carriers need to manage risk, avoid paying ineligible claims, keep operating costs low, and comply with myriad government regulatory requirements.

To keep processing costs in check and meet all of their compliance requirements, many insurance companies have a goal to increase the percentage of their claims that can be processed and adjudicated with no human decision-making involved. In other words, increasing their rate of straight-through processing.

Decision Management Solutions has developed a unique solution to do just that. It focuses on the claims handling decision first. We partner with an insurance company to examine their current claims management approach with a persistent focus on the decisions themselves. The first step is a discovery session designed to identify areas of opportunity for streamlining and automating the decisioning approach.

From here a decision model is built and iterated and the software solution is developed, tested and implemented based on each client's unique technology infrastructure, including our cloud-based delivery architecture. Clients also receive a dashboard on which they can simulate changes to their rules or policies prior to making those changes live. Clients also have the ongoing ability to review and continually update the approach.

As a result, clients see an increase in their straight-through claims processing rates and claims get paid more quickly. Even for claims that need to be reviewed by an adjuster, the DecisionsFirst Insurance Claims Management solution expedites the process, improving speed and reducing operating costs.

The Proven DecisionsFirst Approach:

Stage 1 — Discovery

Examine the current claims handling approach with a persistent focus on the decisions themselves. The discovery session identifies areas of opportunity for streamlining and automating the decisioning approach.

Stage 2 — Decision Modeling

A decision model is built and iterated to take advantage of the opportunities identified during the discovery session.

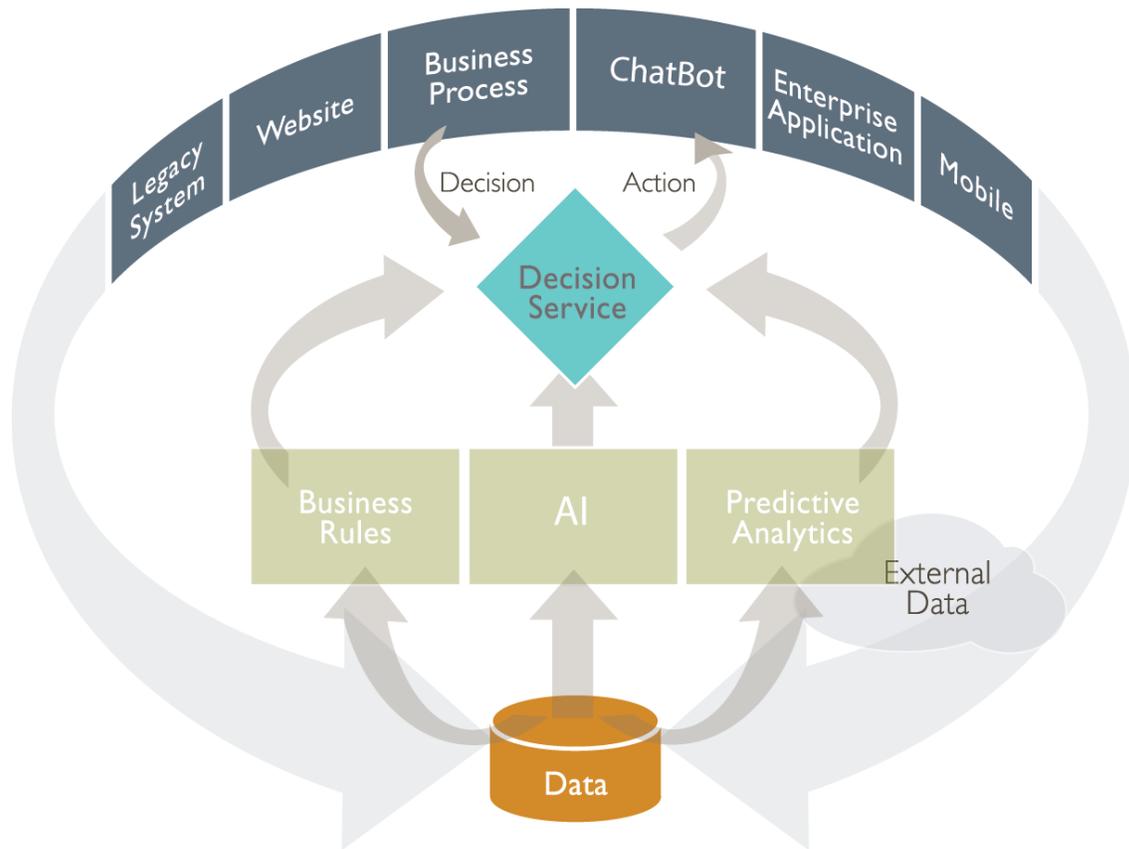### Stage 3 — Software development

The software solution is developed and tested.

Stage 4 — Implementation

The software solution is implemented based on each client's unique technology infrastructure, including our cloud-based delivery architecture.

Stage 5 — Decision Management

Clients receive a dashboard on which they can simulate changes to their rules or policies prior to making those changes live. Clients also have the ongoing ability to review and continually update the approach.

About Decision Management Solutions

Decision Management Solutions provides solutions and services that help organizations make more data-driven decisions by applying advanced analytics, artificial intelligence (AI), business rules, and supporting technologies. We are a leading solution provider and professional services firm focused exclusively on decision management, helping Global 500 organizations solve their most pressing business challenges.

We are experts in the fields of decision management and decision modeling, and have created the DecisionsFirst approach to help our clients reorient their business processes to a focus on the decisions that must be made – rather than the data available or the systems in place. Our clients are leading companies in insurance, banking, manufacturing, telecommunications, travel and leisure, health management, and retail.