

STREAMLINING THE CLAIMS PROCESS WITH SAP® CLAIMS MANAGEMENT

MANAGE ALL TYPES OF CLAIMS

The SAP® Claims Management application – part of the SAP for Insurance solution portfolio – provides integrated, comprehensive claims-processing functionality that can help you streamline claims handling from first notice of loss through assignment, settlement, subrogation, and file closure.

The insurance marketplace continues to challenge even the strongest industry leaders – as new competitors enter the market, customers' demands increase, regulatory compliance becomes more complex, and the pressure to improve overall performance grows.

Much of today's claims management business involves nonstandardized, time-consuming, and manual business processes that can severely tax insufficient performance-measurement and analytical reporting capabilities. Without updated claims administration software, your insurance business cannot adapt in time to business changes or build and deliver products and services quickly, accurately, and cost-effectively. This inadequacy can affect customer satisfaction, loss ratios, and renewal and retention rates.

Advanced claims management functions with support for automated best practices and real-time monitoring functionality can help you improve customer service, build customer loyalty, achieve maximum process efficiency, and cut losses. By integrating your entire claims management process, you can streamline operations and reduce expenditures.

The SAP® Claims Management application can help you handle the complete claims process – from first notification of loss and claims data capture to claims adjustment and financial reporting. A highly configurable application, SAP Claims Management supports proactive claims management and integration with business partners, such as

appraisers or repair shops. It provides employees, customers, brokers, and agents with multiple points of access to your claims information.

SAP Claims Management is powered by the SAP NetWeaver® technology platform. SAP NetWeaver provides IT organizations with the flexibility to support business processes that align execution and strategy. When change is required or new innovation desired, IT organizations can use SAP NetWeaver to compose or integrate applications to handle more flexible business processes. IT organizations can use SAP NetWeaver to monitor and manage business processes to improve process quality and efficiency.

SAP Claims Management

SAP designed SAP Claims Management as a flexible application that can support the full life cycle of claims processes for your property, casualty, health, and life insurance businesses. It can help automate straight-through processing of simple claims and provide knowledge workers with the tools they need to process more complex claims.

Although designed as a stand-alone application, SAP Claims Management interfaces with internal, external, SAP, and non-SAP applications – both upstream and downstream. This includes other applications from the SAP for Insurance solution portfolio, such as the SAP Collections and Disbursements for Insurance package and the SAP Policy Management application.



SAP Claims Management helps you improve the efficiency of your claims processing incrementally. You can add rules, roles, and interaction scenarios over time and deploy them as you need them. SAP NetWeaver, in conjunction with the internal technical infrastructure of SAP Claims Management, provides the flexibility and power you need to expand the application as your business evolves.

Streamlined Claims Processes

By automating processes that you once handled manually, SAP Claims Management can help reduce the time it takes your claims handlers to settle claims. Streamlined procurement processes can reduce the time a claims handler needs to process each claim. A native business-rules engine can help you automate workers' compensation-related, medical-only claims. The integration of external service providers with support for tracking the repair process can help you manage claims more effectively and control loss costs.

You can commission external services directly from the application and influence the progress of the claim by setting deadlines. The application recognizes service providers, appraisers, and property-replacement services as business partners. You can assign external service providers as business partners with their own roles and add partner-specific data. You can make benefits catalogs and contractual agreements readily available to your claims handlers.

The application lets you automate and standardize claims processing so that employees across your enterprise handle claims similarly. Claims handlers, for example, can use the workers' compensation benefit calculator to determine the worker compensation benefits of each state accurately, consistently, and according to each state's specific rules. Such consistency can significantly enhance the quality of your claims settlements.

SAP Claims Management can help you optimize electronic and paper-based information. Complete, detailed electronic views of each claim can be made

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available through integrated communication channels, which helps improve the efficiency of your claims processing. You can authorize specific users to view certain data and documents at any time, from any location. With access to the information they need, claims performers can complete their tasks promptly. You can achieve paperless claims handling and the resulting efficiencies by scanning incoming paper documents.

The communication channels allow you to monitor activities as well.

With SAP Claims Management you get:

- Streamlined notice of loss – Learn fast about a loss or claim so you can quickly trigger and control the claims process and offer customers a higher level of service.
- Robust analytical functionality – Deliver practical information to all levels of your claims organization with the SAP NetWeaver Business Warehouse component and reporting tools. Navigate through multiple layers of complex claims data to gain valuable insight for effective action. Business users can generate comprehensive analyses of claims information, present the results graphically through claims management dashboards, and transport the results to other media. Analytical content can include business-related metrics, such as expenses, reserves, and staff productivity.
- Comprehensive negotiation and litigation support – Document and display all offers, demands, and histories of specific negotiations. Claims handlers, supervisors, and coworkers can quickly determine the status of negotiations for any claim.
- Flexible functions for reserves – Establish reserves manually or automatically for each type of coverage.
- Integrated subledger accounting – Automatically post all claims activity within SAP Claims Management to all relevant payment, reserve, and accounting software. Automatically post payments generated within SAP Claims Management or handled

through SAP Collections and Disbursements for Insurance or other existing internal payment software to reserve and general ledger software, including the SAP ERP application.

- Fast, accurate loss settlement – Inform claims handlers of potential fraud by using business rules. Integrate the application with external fraud-detection systems. Automatically identify and manage coverage issues through a coverage referral process. During the creation of payments, the compensation-calculation feature automatically considers a claim's compensation limits and deductibles.
- Subrogation and salvage support – Identify subrogation potential early, assign responsibilities to subrogation specialists, and negotiate and manage recoveries in lump sums or payments over time.
- Audit support – Monitor service providers' activities and the quality of their services.
- Controlled access and security – Configure authorization levels for access to reserves and payment data, limit employees' access to the screens or fields they need to perform their tasks, and limit external service providers' access to only the claims data they need.
- Flexible claims-handler assignment – Forward claims for additional processing, automatically assign correct resources to appropriate claims, and assign claims specialists as needed.

Integration with Existing Software

You can integrate SAP Claims Management with internal software products.

Standardized interface technology, such as business add-ins, simplifies integration with external software. Insert your own programs or source code without modifying original objects.

SAP Policy Management

SAP Claims Management integrates with the SAP Policy Management application within SAP for Insurance as well as with third-party policy management applications to provide coverage verification. A policy snapshot provides key policy information, such as the responsible agents, and overviews of policies and existing coverage. You can track policyholders' coverage for reported events or incidents to determine whether you must compensate policyholders for their losses.

SAP Incentive and Commission Management for Insurance

SAP Claims Management helps you calculate commissions on the basis of loss ratios. It provides the necessary commission-related data for the SAP Incentive and Commission Management for Insurance application within SAP for Insurance and for external commission software.

Business Partners

SAP Claims Management refers to business partners involved in claims as claims participants. A business partner can be a person – a policyholder, beneficiary, or premium payer – a group, or an organization. SAP Claims Management helps you manage all partner relationships, including those with prospects, customers, brokers, agents, banks, service providers, employees, and reinsurers.

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Business processes within SAP Claims Management encompass partner-related data-maintenance tasks – such as data changes and consolidation, duplicate recognition, and corrections. SAP Claims Management can store detailed information about each business partner, such as percentage of liability. It provides extensive search and reporting functionality and a single, enterprise-wide view of each customer, vendor, policyholder, or other business partner involved in a claim.

Document Management

You can integrate SAP Claims Management with popular applications for document management and content management.

Find Out More

If you would like to know more about SAP Claims Management – and learn what this application can do for your insurance company – visit www.sap.com/insurance.

Summary

The SAP® Claims Management application can help you handle the complete claims process – from first notification of loss and claims data capture to claims adjustment and financial reporting. A highly configurable application, SAP Claims Management supports proactive claims management and integration with business partners, such as appraisers or repair shops. It provides employees, customers, brokers, and agents with multiple points of access to your claims system.

Business Challenges

- Replace nonstandardized, time-consuming, and manual business processes
- Deliver products and services quickly and cost-effectively
- Streamline operations and reduce expenditures

Key Features

- **Claims process** – Perform proactive claims management and integration with business partners, such as appraisers or repair shops
- **Claims settlement** – Reduce the time a claims handler needs to process each claim
- **Repair process tracking** – Integrate external service providers with support for tracking to manage claims more effectively and control loss costs

Business Benefits

- **Reduced operating costs** through elimination of paper-based, claims-processing functions
- **Increased customer satisfaction** by evaluating and settling claims quickly and accurately and delivering a higher quality of customer-service data
- **Enhanced loss control** due to thorough data collection and analysis

Find Out More

If you would like to know more about SAP Claims Management – and learn what this application can do for your insurance company – visit www.sap.com/insurance.

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