

# ORACLE SIEBEL INSURANCE CLAIMS SOLUTION



*Oracle's Siebel Insurance delivers an enterprisewide claims platform that helps carriers dramatically improve claims efficiency and lower claims adjusting costs while improving customer satisfaction. It accomplishes this by cutting claims resolution times, improving adjuster productivity, ensuring consistent claims adjusting and smoothing the hand-offs between claims constituents.*

## KEY BENEFITS

- Comprehensive claim management across the claim life cycle—intake, coverage determination, assignments, file management, recoveries, and settlement
- End-to-end web-based claims system that supports full straight through processing through business process automation
- Embedded Rules Engine supporting rules based processes to drive best practice enforcement and compliance
- Task Based User Interface
- Flexible and Efficient Claims Business Processes on a next Generation Insurance Technology Platform
- Solution for all internal and external claim constituents across a variety of channels—call center, internet self-service, and third-party service providers
- Integrated ability to reduce claims fraud through a combination of retroactive and predictive modeling tools
- Flexible claim management at claim, coverage, and claimant level
- Fully integrated analytics and dashboards

## Solutions for All Constituents

The claims ecosystem encompasses a variety of constituents, including customer service representatives; insurance claims adjusters and managers; insurance agents and brokers; claims partners, such as repair shops, glass vendors, and independent adjustment firms; insured parties; and third-party claimants. Siebel Insurance provides solutions for all constituents in the claims ecosystem, enabling fast and easy access to “single source of truth” claims information, claims activity plans and claim adjusting performance.

## Claims Lifecycle Management

Oracle Siebel Claims supports the entire claim lifecycle, from the initial claim report through settlement and analytics. With this single solution, organizations can manage all of the constituencies involved with a claim, capture the necessary data to settle the claim, and ensure that all adjustment activities are assigned and completed.

## Claim Reporting

First-notice-of-loss (FNOL) information, such as descriptions, nature of the claim, parties and properties involved, and the nature of damages, can be captured with Oracle Insurance Claims. It supports multiple channels for capture of FNOL, including the call center, Web self-service, standard forms, and electronic transmissions. It is also ACORD compliant.

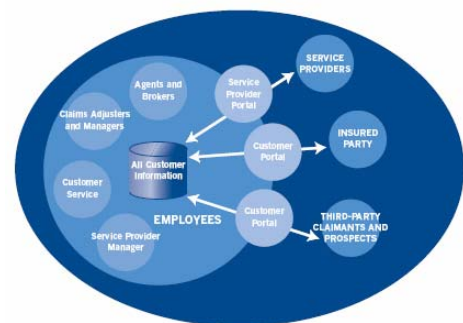
## Claim Assignment

Oracle Siebel Claims provides flexible claim assignment and scheduling capabilities. A claim can be divided into subclaims, by coverage, reserve layer, claimants, injury type or property type. Each of these subclaims can then be assigned to the appropriate adjusters, based on skills, location, and capacity. The Siebel Insurance Field Service Dispatch Board and Scheduling Optimizer make it easy for claims managers to make efficient assignments.

**The claims ecosystem encompasses insurance carrier employees, claims partners, insured parties, and other parties.**

## Improve Claim File Management

Oracle Siebel Claims provides robust claims diary management capabilities, including the ability to automatically create diary entries based on business rules.





**Integration**

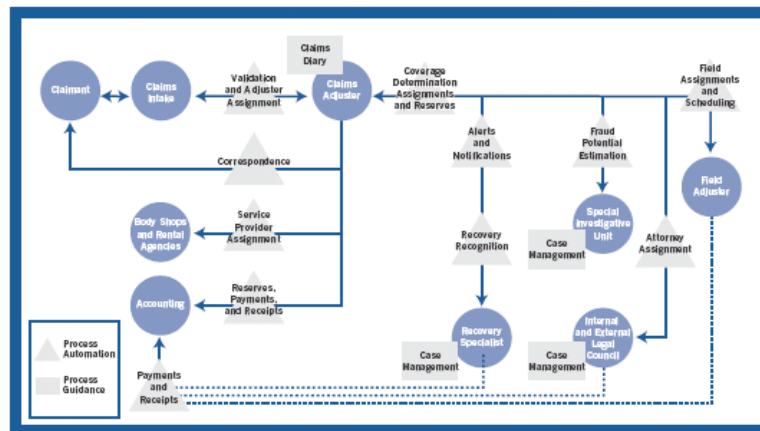
Siebel Insurance was built to allow organizations to integrate not only front- and back-office systems but also hundreds of other applications essential to the execution of the insurance business. Universal Application Network (UAN) is a standards-based, vendor-independent solution to multiapplication integration. Using UAN, carriers can implement end-to-end claims business processes that span multiple applications such as claims, policy administration, and financials. This results in reduced cost, complexity, and time to deployment. UAN can also be leveraged to automate third-party interfaces.

**Straight-Through Processing**

Most claims executives are looking to gain significant claims process efficiencies by automating manual tasks based on configurable business rules. Oracle Siebel Claims provides several tools that can be leveraged to improve adjuster productivity and effectiveness.

**Loss Reporting**

With Siebel SmartScripts, the capture of FNOL data can be simplified into a series of scripted steps. Further, with Siebel Data Validation Manager, the validation-of-loss report can be fully automated. The data can also be accessed concurrently by personnel involved in the resolution and service of the claim. This improves the quality of data collected in the first contact, reducing the need for multiple calls to adjust the claim.



Oracle Siebel Claims helps carriers achieve straight-through processing.

**Coverage Determination**

With Siebel Insurance’s Business Rules Processor, the determination of coverage and reserves can be automated. This takes the guesswork out of the adjuster’s job and reduces claims leakage from potential misread of coverage limits, deductibles or other policy terms and conditions.

**Claims File Management**

The ability to automatically create required correspondence, such as claim acknowledgement letters, claim denial letters, and settlement proposals, also helps improve adjuster productivity and efficiency.

**Recoveries**

Recognition of recovery potential, such as salvage and subrogation potential can be automated with the Business Rules Processor. Additionally, once recovery potential is identified, the claim file can be automatically forwarded to the appropriate department by

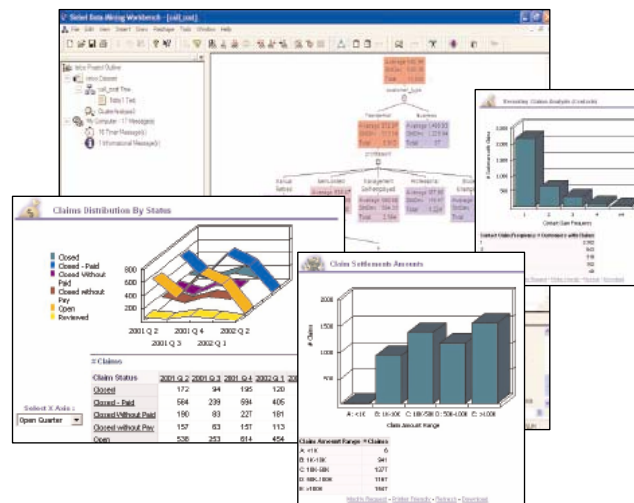
use of Siebel Assignment Manager. Timely and accurate recognition of recovery potential and expeditious assignment to the right department to follow up with appropriate activities and within required time-frames reduces missed opportunities, can lower loss adjustment expense and can significantly increase the amount recovered.

**Settlement**

Recording of payments made and submission of payment and receipt information to accounting can be automated by use of the UAN capabilities of Oracle Claims. With Siebel Approval Manager, the approval process for claims where payments exceed adjuster limits can be automated. This improves processing efficiencies without sacrificing financial rigor.

**Preventing Claims Fraud**

Insurance claims fraud is a \$27 billion problem for property and casualty insurers. Oracle Siebel Claims is an integrated solution that helps carriers fight claims fraud both proactively and retrospectively. Siebel’s Data Mining Workbench provides the capability to analyze claims trends, identify fraudulent patterns, and zero in on past fraud cases. Siebel Business Analytics’ robust data access and warehousing capabilities help bring information from multiple sources together, thereby improving the efficiency and effectiveness of the fraud detection process.



Siebel applications combine market-proven data mining technology with a highly interactive analytical UI to provide actionable predictive modeling capabilities.

**Comprehensive Multichannel Claims Solution**

Oracle Siebel Claims provides a complete multichannel solution for claims management. Supporting customer service representatives, claims adjusters, claims managers, agents, and service providers through all aspects of the claims lifecycle, Oracle Siebel Claims ensures that, regardless of the channel a customer selects to report a loss, the claim data is consistent and readily accessible by all claims constituents.

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