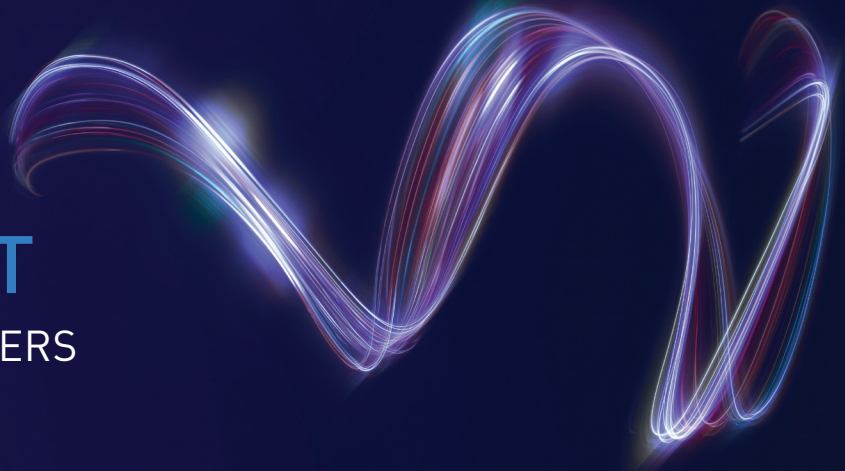


BUSINESS PROCESS MANAGEMENT

CLAIMS HANDLING | CARRIERS



A FASTER, BETTER WAY TO HANDLE CATASTROPHE CLAIMS

When a catastrophe impacts your customers, you can't afford to miss a beat. Providing efficient, effective, and timely service is imperative to meeting the policy promise. That means delivering best-in-class customer service, initiating the claims adjustment process quickly, and fulfilling regulatory requirements to the letter.

RESOURCE PRO CLAIMS SUPPORT

ReSource Pro Claims Handling ensures your customers know their claim is being prioritized and that all necessary steps are taken to secure a satisfactory outcome. Our crisis-tested model offers trained resources on-demand and can easily ramp up and down as needed, converting CapEx to OpEx. With our support, your core adjusters can concentrate on claim resolution and reduce turnaround time on crucial claim activities.

1. CLAIM ENTRY

We set up the claim in your system(s) and index and trigger appropriate assignment/correspondence, including inspection and/or contractor network assignments. We are also trained to spot potential coverage issues for immediate referral back to the insurer.

2. DILIGENT FOLLOW UP

We perform follow-up activities to ensure all claim participants are informed of status, which reduces additional work for the adjuster answering status queries and promotes excellent customer service.

3. UPDATE CLAIM STATUS

For all non-licensed activities, we update the claim status and provide follow up for outstanding items as well as notes for client communications.

5. REPORTS AND PROJECTS

Our team can support analysis by compiling and preparing reports for you, as well as completing any reconciliations needed.

4. CLAIM CLOSE OUT

We will ensure all closing activities are complete, such as advice to pay (where permissible) as instructed by the adjuster, close out of any unneeded reserves, and ensure appropriate loss coding.



CLAIMS HANDLING | CARRIERS

HERE'S WHY IT MAKES BUSINESS SENSE

ENHANCED CLIENT EXPERIENCE – Timely intake, assignment and follow-up, and client communication ensure satisfaction and peace of mind.

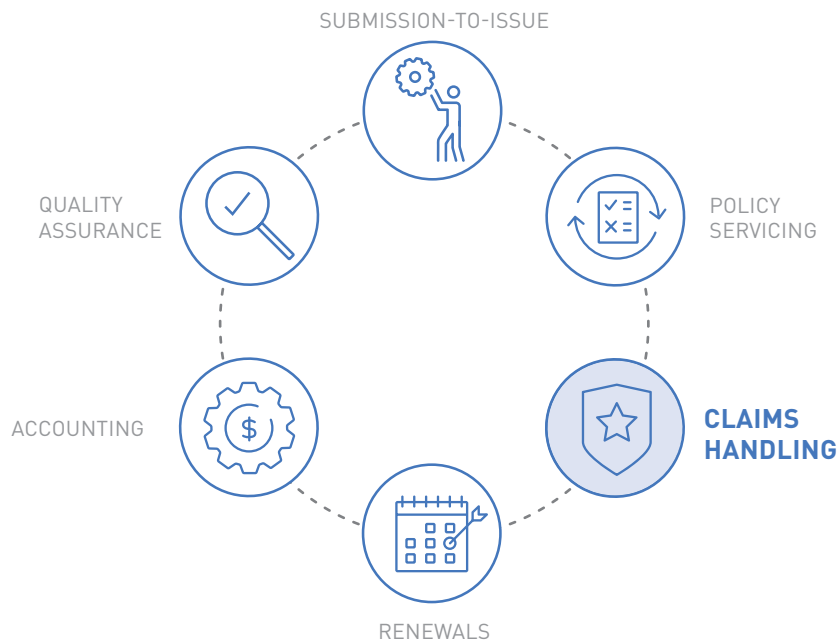
PAY-AS-YOU-GO MODEL – Pay per transaction and leverage our team's ability to quickly scale up or down as needed.

QUALITY DATA INTEGRITY – Gain greater control over the data in your own system(s), improving your ability to monitor, manage, and analyze on behalf of your insureds and/or clients.

STRONGER RELATIONSHIPS – An efficient claims process gives both TPAs and carrier partners increased confidence and satisfaction.

BUSINESS PROCESS MANAGEMENT MODULES

When you delegate critical administrative tasks to ReSource Pro, you'll be able to optimize their execution, leading to improved customer service and satisfaction. Moreover, you'll give your staff more time to perform core adjusting activities to control indemnities.

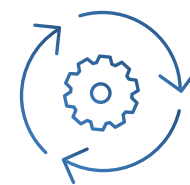


EXPERIENCE YOU CAN COUNT ON

As a claims surge impacted one carrier and threatened to reduce quality levels,

ReSource Pro helped improve their claims processing error rate by,

100x
from 3% to 0.03%

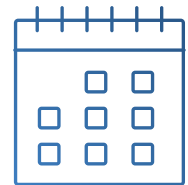


ReSource Pro applied automation to decrease processing time by

40 hours/month

The client saw improved outcomes in just

60 days



FOR MORE INFORMATION

visit us: resourcepro.com

email us: more@resourcepro.com

call us: 888.577.7552

