



PEGA CLAIMS MANAGEMENT FOR LIFE INSURANCE

IMPROVE CLAIM ACCURACY AND CONSISTENCY WHILE REDUCING COSTS

INSURANCE

AT A GLANCE

KEY CHALLENGE

While processing claims requires diligence and compassion, life insurers often must search multiple legacy systems for relevant information while working under intense regulatory scrutiny. Ad-hoc manual process require examiners to research years of policy information and values. Names, birth dates, and ID numbers must be manually scanned. The result is a tedious process involving workarounds ripe for errors and data inconsistencies.

THE SOLUTION

Pega Claims for Life Insurance empowers examiners to focus on claimant needs while streamlining the flow of claims across the organization. Pega's unique process-driven approach simplifies and orchestrates your most complex life claims process. Claim settlement can become totally automated with Pega applying the industry's leading business process and rules engines to drive down administrative costs while assuring 100% quality.

VISIBILITY AND CONTROL OF THE TOTAL CLAIMS PROCESS

Take control of your life claims processes with Pega Claims for Life Insurance. Pega has leveraged its long history of experience working with insurance carriers to deliver an end-to-end solution that manages a loss event from initial notice of loss to claims payment and closure. With Pega's award-winning case management and rules-driven processes, examiners can intelligently address the individual needs of each claimant while maintaining a comprehensive view of the claims process across multiple policies and claimants.

Examiners can view and act upon the current status of any case, including correspondence and items associated with the claimant. Knowing the current status of work-in-process and avoiding delays is a snap with real-time reporting of all activities, automatic alerts and service level reporting. And with Pega's unique ability to leverage sophisticated analytics, you can automate the process of determining the best, most relevant offer for a specific claimant, increasing your asset retention and optimizing the customer experience.

- **Improve the claimant's experience**
Provide claimants and beneficiaries ease of access using Pega's omni-channel architecture, which enables actions to move seamlessly between channels and devices.
- **Cut costs with "effortless" processing**
Reduce processing expense with sophisticated search and retrieve tools that interrogate and aggregate data from all policy, agent and document systems, combined with intelligent work automation that orchestrates all of the processes, systems and data needed to service each claim.
- **Provide Operational Insight and Improvement**
Deliver exceptional customer service while simultaneously assuring the right things for the business is being done with active reporting that provide real-time insight on business issues like workload levels, service times and claims volume.
- **Streamline compliance and auditing**
Achieve efficient, compliant and timely claims resolution with robust case management bridging operational silos and a fully automated, self-documenting system.

PEGA CLAIMS MANAGEMENT FOR LIFE INSURANCE

THE PEGA DIFFERENCE

Simplify Claims Setup

- Intelligent processes handle an unlimited number of policies with multiple claimants to reduce time and effort for managing complex claims.
- Table-driven capability assigns a complexity factor to the claim resulting from a loss event for instant insight.
- Flexible rules route claims based on such factors as complexity and cause of the claim or examiner workload.
- Automatically created forms and correspondence generate documents with phrases and clauses that comply with regulatory statutes.
- Omni-channel management lets claimant choose how to interact with your company, transparently transitioning interactions across channels and devices, such as the Web, contact center, mobile devices or social media.

Optimize the Claims Process from End-to-End

- Sophisticated policy search and data retrieval provides access to an unlimited number of policy administration and client systems, simplifying the process of finding relevant customer and policy data.
- Business-defined rules can fully automate researching legacy policy administration systems.
- Dynamic case management manages claims throughout the lifecycle, including role-based security and access control, managing multi-level service level agreements and automated approvals.

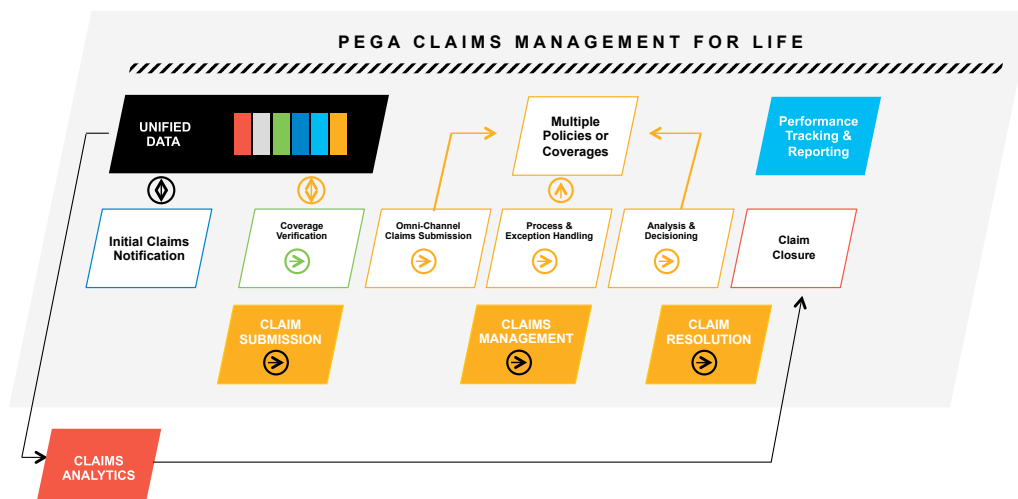
- A holistic view of each claimant and case provides a real-time view of the case and its details.
- Comprehensive chain of custody helps maintain control over documents associated with each loss event, associated decedent, policies and claimants.

Improve Auditing and Management Control

- Self-documenting solution automatically generates correspondence with regulatory-specific language and appropriate case type responses. With push of a button the entire process, rules and decisions can be generated as a Word document for examiners, auditors and outside regulators.
- Real-time and historical reporting provides insight into process and cycle times, SLAs, backlog and more. Each activity within a case, including actions and participants, is stored within the record.

Enhance Asset Retention

- Intelligent processes route claims to the best-match examiner for personalized service.
- Business-defined rules evaluate the financial needs of a claimant and forecast predictable outcomes to increase retention.
- Easily created scripts ensure that each offer is personalized, clear, concise and sincere.
- Automated tracking records and analyzes all responses to continuously improve predictions.



Pega Claims Management for Life manages all aspects of the claim process, enabling insurers to automate and streamline operations across people, systems and channels.