

WRITE BACK

DOCOSoft brings Write Back product to the market

Write Back has been described as the biggest thing that has happened in the claims space since electronic claims (ECF) was introduced in the mid-2000s. For DOCOSoft customers it will complete the ability to handle the entire claim from within DOCOSoft, making DOCOSoft CMS a pure 'One-Stop Shop' for claims management.

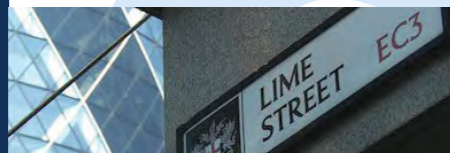
DOCOSoft is the leading provider of Claims Management to the London Insurance Market. Our solutions are bespoke to each of their clients. We design and create our solutions with the client's claims management needs in mind and always deliver. We work hard to understand our clients and always form strong working relationships.

What is Write Back?

Write Back will offer carriers the functionality to review and respond to a claim in their own system and interact with the two market claims systems – Electronic Claims File (ECF) and Insurers Market Repository (IMR).

Write Back will enhance the level of claims data received from the broker to near real time and allow the receipt and re-sending of claims documents, enabling carriers to build their own claim file and respond internally, sending data and documents back to the market systems.

To provide a more granular level of data, enriched data feeds will fill almost 300 fields as opposed to the 60 – or thereabouts – that are currently available.



"In today's landscape, claims are getting more technical with threats like cyber being a new and difficult area so in my opinion Write Back will help us to stay ahead of the curve. We need to have a system with the functionality to deal with new types of claims."

KAT FRASER, TALBOT CLAIMS TEAM

What benefits can Write Back provide?

Duplication will be significantly reduced because at the moment you have multiple systems (CAS, IMR and Internal CMS/DMS) and Write Back is bringing everything into one system so cutting back massively on key strokes.

Further benefits include:

- Removes duplication of effort caused by working across multiple systems;
- Access to richer data upon claim notification;
- Reduce effort & make the handling of claims simpler;
- Reduction of the claims cycle time;
- Time savings due to reduction in multiple touch points;
- 24/7 claims review and response;
- Puts you in control of your data.

"The system today is fully automated, slick and a huge time saver."

**IAN SPRINGETT, HEAD OF CLAIMS,
MANAGING AGENCY PARTNERS LTD.**

Can you expand on how the carriers will benefit?

It comes down to reduced time per claim, which allows carriers the luxury of having extra time to devote to those more complex claims. The enriched data will provide more options to spend time on looking behind the scenes.

Less duplication is a massive benefit when you're writing on one system, which will be much more automated and efficient.

A time and motion study on existing functions and processes has been carried out and the implementation of Write Back could allow a carrier to save up to five minutes per transaction.

Another benefit is that currently all carriers are working off ECF2 without any choice in how information is presented on the system. In your own system it can be bespoke to your needs as long it matches the basic functionality that is available in ECF2. The company claims department will be in control.

With ECF2 if you make a suggestion for change it is added to a log and there is an annual budget that you are not in control of because it is at market level. Now you will have more ownership of data at a Syndicate or Company level.



How will Write Back help to improve claims handling?

It's all about the speed and the opportunity. We are moving away from a market system which many people are unhappy with and we are bringing it in-house to make it quicker. It will allow Claims Adjusters more time to do what they are meant to do, which is adjusting a claim and paying it. Another competitive advantage is that carriers will be able to analyse their own data in new ways that they don't have currently - in real time and in a way that is constant.

Write Back will allow claims professionals to catch up on work in the evenings or clear their in-tray before they go on holiday, as well as provide weekend access. It will also allow overseas offices to handle claims in their business hours. The opportunity under Write Back is really enormous. It is ground-breaking stuff in the sense that claims practitioners are always waiting for CWTs, waiting for documents to come in, waiting for the systems to wake up if you are abroad. Now if you are away on business and have some downtime and want to process claims then you can do just that.

What next for Write Back?

ACORD and ECOT messaging will follow Phase 1 implementation with a target date of Q2 2017, allowing Phase 1 functionality to be reused, the only change therefore being the message delivery via ACORD global standards.

How will the new Write Back process look compared with the old ECF2 process?

ECF2 Write Back (process)

Current process

- 5 systems (CAS, IMR, CMS, DMS, Email)
- 7am - 7 pm
- Batch triggers every hour
- Limited trigger data
- FTP/Email delivery

New process

- 1 system (DOCOSoft Claims Management System)
- 24/7 access
- Individual triggers - near real time
- Fat triggers (CWT, comments, document list)
- Web service delivery - phase 2 - ACCORD



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