

Digital Claims Interview Management: The Time Is Now

As appeared in Claims Magazine, November 2007

Got Tapes?

Cassette tapes will be obsolete by 2009. Cassette recorders and the equipment to transcribe tapes are no longer being produced by manufacturers such as Lanier. As so many other technologies from the past – remember Dictaphones and 8-track cassette tapes – these products simply disappear and companies are stuck with finding the next best thing.

For property and casualty insurers, the answer is easy. The *best* thing for claims interview management is to go digital. By moving the current manual processes of recording, storing, retrieving, reviewing, and transcribing tapes, to a more efficient and easy to use digital process, companies quickly gain substantial service improvements and cost efficiencies, while also creating a platform to accrue much more value around better investigations, quality assurance, and predictive analytics.

Going Digital is Easier and Faster than It Seems

With a digital process, claims interviews are conducted in the same manner – only the way the files are captured and managed changes. Instead of cumbersome tapes, adjusters use digital recorders, the good old fashioned telephone, or their cell phones. Interviews are captured in audio files which are then automatically uploaded to a secure website where they can be quickly listened to for quality and accuracy, as well as sent for transcription. All this can be done with no new equipment, software, or IT integration. So now managing the entire recorded statement lifecycle, which may take weeks or months, now only takes seconds.

The Digital Advantages are Many

By replacing time consuming and expensive manual processes with a service that digitally captures claims interviews, companies not only streamline the recorded statement process, they also simplify the entire claims interview lifecycle, reduce expenses associated with storage and handling of cassettes, and gain real-time visibility into their claims interview process.

Simplifies Process – one digital process replaces a multi-step manual process to make claims interview management effortless and enable the instant sharing of data within the

claims organization and approved outside parties.

Reduces Expenses - no new investment needed to realize immediate benefit, and costs for cassette tapes, storage, shipping, or handling are eliminated.

Offers Real-Time Visibility – by using a digital process, you can quickly and easily understand, by line of business or individual, the claims interview process, as well as identify what actions to take with real-time reporting.

A Foundation for the Future and the Power to Know

By going digital you not only have the ability to record statements, but easily manage and report on the data, as well as integrate it with other systems to gain additional value. Real-time reporting capabilities and dashboards provide insight into the number of statements taken, length of statements, claims representative compliance metrics, and status of statements sent for transcription.

Predictive analytics offer you the ability to know and *act upon* answers to questions such as: How many statements do we take by line of business, office or claims rep; are we asking the right questions; what kind of data is in the recording and our transcripts; do our statement counts correlate to our claims volume and results?

The power of knowing the answers, in real-time, translates into reduced expenses, increased claims accuracy, and better claim results.

The Time to Go Digital is Now

So what are you waiting for? Moving to a digital service offers property and casualty insurers the unprecedented ability to simplify the recording, retrieval and transcription of your claims interviews. With access to claims statements from anywhere, at anytime, you not only gain a more efficient way to manage your statements, but a better understanding of your recorded statement lifecycle. The time is now to digitally capture your claims interviews and lay the foundation for a more competitive claims management process.

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