



# Goodbye Paper Hello Freedom

## IntelliChief for Insurance Claims Processing

### See the Big Picture with IntelliChief

Whether you're Property & Casualty, Life, Health, Fraternal, HMO or other, your claims management system is the workhorse of your operation. Your claims management system controls the day to day processes involved with claims investigation and processing. However, most Insurance companies collect mountains of information, paper, emails and faxes throughout the claims process. Those documents include medical charts, police reports, witness statements, bills, legal files, policyholder correspondence, faxes, and recorded interviews with two characteristics in common – a policy number and a claim number. With IntelliChief, all the documents are stored electronically and related to each other for easy retrieval and simultaneous processing. No longer do you have to search through file cabinets, claims folders or e-mail inboxes, searching for supporting documentation for a claim, regardless of the claim type. With IntelliChief, everything is a mouse click away!

### Consolidate Information Effortlessly

Documents and information flows into your office every day through a variety of different formats. IntelliChief easily handles not just the physical paper but also e-mails, faxes, and electronic files that come across employee desks across different departments and perhaps even multiple offices. IntelliChief captures and relates the documents in real time eliminating the delay in processing of those documents to control the processing and archiving based on your business rules. No more lost files or lost productivity with snail's pace processing or lost productivity through employee absenteeism. The existing data silos become a thing of the past, allowing all authorized employees access to the same, current information in real time.

### Documenting Your Process and Improving Throughput

More than moving documents around and storing them in a secure repository, IntelliChief provides workflow as a powerful tool to enforce documented processes and policies, eliminate manual steps, and automate recurring tasks. Employees can be notified when a particular document for a pending policy arrives. Write-offs can be approved across multiple departments/locations at pre-determined authorization levels. Manual invoices can be routed for dynamic, multi-stage approval, before they are able to be sent to a policy holder. Furthermore, the electronic trail created by the workflow engine is visible by authorized users, and guarantees your compliance with industry and governmental regulations.

### Seamless, Efficient integration

Eliminate the need for IT to custom develop integrations, updates, and bug fixes for your document management software. IntelliChief integrates to any claims system in a matter of minutes. Using our best-in-class integration technology, IntelliChief can be accessed from cloud applications, traditional client software, and even green screen applications. IntelliChief allows end users to decide what documents they need to access, and from what screens. With a few mouse clicks, the integration is configured, and the employee can get back to work, accessing critical information directly from their core application screens.

### Get the Whole Picture

From any document, users can access the entire transaction history with a simple mouse click. Unsure why a refund was issued? Access the e-mail correspondence with the policy holder with a mouse click, and better understand why. Greater visibility into transaction details does not have to involve hours of research – IntelliChief does the work for you!

### Control the Document Lifecycle

Finding the correct documentation for an auditor is one challenge that many organizations in the insurance field face. With IntelliChief, Auditors have real time access to the documents they need, and can easily see everything related to a policy. With field level security, complete audit logging, and document lifecycle management, IntelliChief goes even further in assisting your audit readiness. IntelliChief ensures that your corporate retention, and security policies are always followed, and provides a step by step log of the review/approval process every document takes.

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#### World Headquarters

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## KEY FEATURES OF INTELLICHIEF

### Easy Routing and Archival

With multiple tools for application integration, IntelliChief has easy tools for setting up the rules for processing, relating and archiving your key business documents. From business rules to approvals and management overrides, IntelliChief is the single tool for ensuring compliance to all your company's policies.

### Automated E-mail Capture

Not just paper-based document capture, IntelliChief captures the email body and attachment to automatically start business process for processing and archiving the information within the email providing a foolproof way to manage workload.

### OCR/ICR

IntelliChief takes paper documents, extracts and verifies the information contained within the documents to begin the processing of the document itself. Used to connect and relate documents to your ERP application, the ORC/ICR capability allows the user to manage transactions by exception rather than manually keying every saving valuable time and money.

### iPad, Android Tablet and Thin Client Support

While IntelliChief can be accessed directly from your iSeries ERP application, documents can now be accessed from a browser, Apple iPad, Android tablet, or virtually any other mobile device. Whether your users are walking the floor or running through the airport, documents are only a few keystrokes away!

### Interactive External Database Lookup

A breakthrough IntelliChief technology used to auto-index documents to improve business document processing accuracy. This feature is great for automatically looking up Vendor Number, PO Number or GL Code to eliminate human errors by mis-coding a document. Combined with IntelliChief's "autofill" technology, users will quickly become highly efficient in processing documents.

### System i ERP Application Integration

With IntelliChief, documents can be extended beyond your organization with our APIs and Web Service Calls, allowing access through customer and vendor portals. Now documents are securely available 24x7 for greater vendor/customer satisfaction.

### About IntelliChief

IntelliChief is the leading provider of enterprise-class Document Management and Workflow solutions. With decades of expertise in the market and seamless integration with leading ERP software, IntelliChief takes companies of all sizes paperless with a typical ROI of less than one year. Users can create, capture, manage, archive, retrieve, and distribute mission-critical documents directly from their familiar ERP screens, eliminating the need for filing cabinets, storage facilities, fax machines, copiers, and paper files.

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