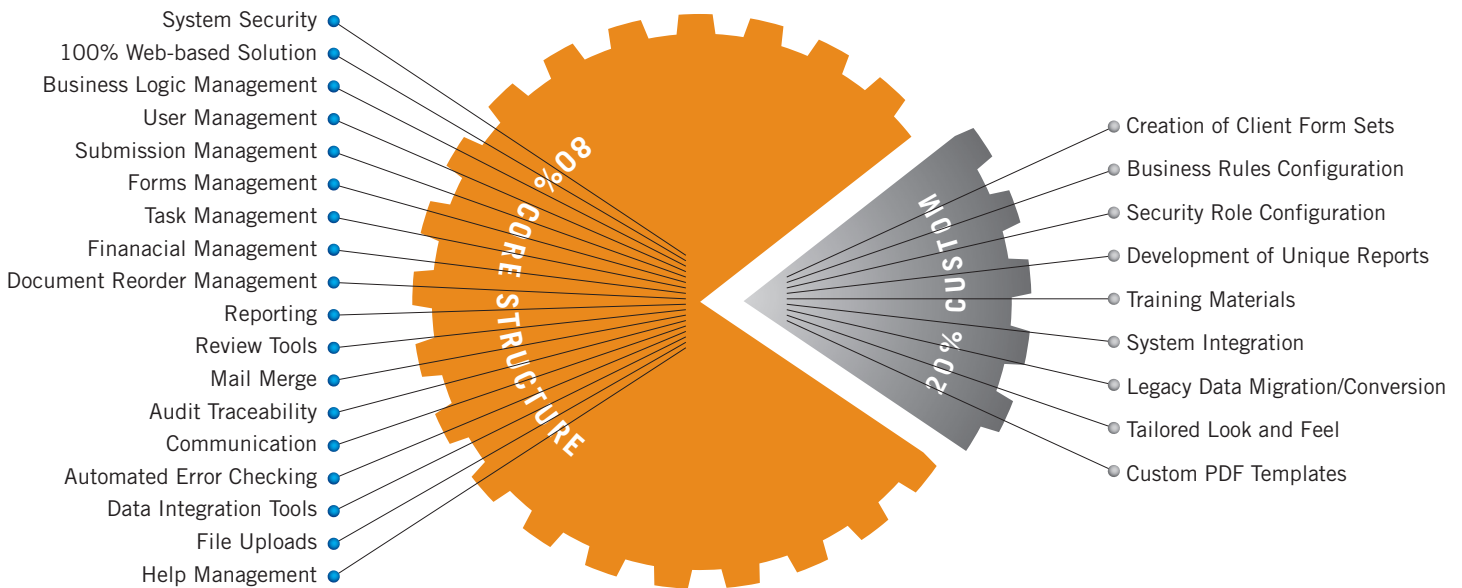




Claims-Engine provides an integrated self-service portal experience enabling the parties involved with a claim to track, manage and view of their claim or claims holistically within the system.

**Claims-Engine** is an incredibly flexible program which represents a framework of claim management administration utilizing modern cloud-based technology to improve delivery and service. The core functionality of **Claims-Engine** incorporates a web-based interface that allows data capture through client specific forms, 24/7 access, configurable workflows, communication tools, as well as powerful and flexible reporting. **Claims-Engine** utilizes an off-the-shelf configuration model, which allows **Claims-Engine** Software to leverage proven core functionality combined with precise configuration to meet the needs of any Workers Compensation entity. The diagram below represents the “80/20” implementation model. The items included in blue represent 80% of the core structure and functionality of the **Claims-Engine** system. The items in gray represent the remaining 20% of the system, configured specifically around the IAABC filings for your organization, workflows, business rules, reviews, financials, and reports needed for your organization.



This blend of core and precise configuration is a model that allows for high-level flexibility in managing claims for your organization, while leveraging a proven secure platform. **Claims-Engine** reduces the dependency on multiple systems to help organizations manage everyday business activities as efficiently as possible.

WORKERS' COMPENSATION COMMISSION

Welcome, Ms. Sorji

CLAIMS

- Notifications
- Actions
- Workflows

Dashboard

- CLAIMS
- File A Claim
- Edit A Claim
- Close A Claim
- Appeals
- Hearings
- Mediations
- Informal Conferences

Metrics | Analysts | Appeals | Hearings | Informal Conferences | Venues | Financials

**Metrics**

Full Commission Reporting Data

Judicial	Monthly	Year-To-Date	Judicial	Monthly	Year-To-Date
Pleadings Filed	17	77	Orders D&O	17	77
Pleadings Responses	13	71	Orders C&O	13	71
Appeals Filed	13	65	Orders Pending	13	65
Hearings - Single	11	61	Cinchers Requested	11	61
Hearing Full Comm	4	23	Cinchers Approved	4	23
Pre-Hearing Conf Held	35	250	Informal Conf Requested	35	250
			Informal Conf Approved	21	87
			Mediations Held	35	75
			Mediations Resolved	23	54
			Mediations Unresolved/Hearing	12	34

JAR Report

	Current Month	Year-To-Date
Sent to Commissioner	28	199
Scheduled	14	154

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## Claims-Engine Software

The following features and functionality overview outlines the use of **Claims-Engine** as it applies primarily to jurisdictions looking for a complete workers' compensation claims resolution system.

### Portal

- Anywhere, anytime, any device.
- Provide access for users within the organization and external claim parties to access their claims data securely
- Shows important dates for all actions in an easy to use calendar format

### Claim Filing

- Electronic filing (submittal, evaluation, and status tracking)
- Multiple roles have the ability to simultaneously add/modify/delete data in a given filing
- Provide easy access to view all aspects of the claim and the associated records
- Receive appropriate communications / notifications for claim files

### Application Submission

- Web-based access to the system through a standard internet browser
- User friendly interface clearly outlining requirements and next steps for filers

### Easy to use forms

- File Upload Capability for Attorneys, Carriers etc., using standard layouts
- Attach various (Word, Excel, PDF, Jpeg, Bitmap, etc.) file types to submissions in the system
- Restrict file types and/or sizes per upload
- Automated EDI submissions and validation processes

### Role-based Security

- Ability for administrative roles to assign functional permissions for each role within the system
- Roles can be associated with multiple agencies in the case of enterprise or shared duties
- Each role has a set of security permissions to determine what each user can do for the organization, each claim, and the system in general
- User profile management and system recognition of the user filing respective submissions in the process
- Enabling of electronic signatures based on role-based security
- Two Factor Authentication for access

### Approval

- Workflow configurations enable implementation of approval processes
- Multiple review options (internal agency review processes enabled)
- Ability to electronically sign documentation

### Communication within the system

- Ability to add comments or notes accessible through the application

### Submission checklists

- The system can generate internal messages based on process flow changes and timed events
- Capability to send system messages to external email

### Business Rules & Error Checking

- Error checking on page, global, and upon submission; cannot submit if an error is present
- Ability to standardize formatting by field type
- Validation of data-entry fields

### Scalability

- Ability to update and change business rules
- Allow multiple departments to operate independently under one system

### Financial and Accounting Functionality

- Invoicing/financial operations and management for tracking of fees and fines by claim
- Accounting system integration including relay information back and forth through interfaces
- Complete system accounting ensuring accuracy of financial transactions
- Interface for Credit Card and ACH payment processing with NIC

### Printable Document Solution - Dynamic PDF Technology

- Ability to generate all agency filings in printable PDF format
- Download document of record for printing from system data mart

### Enhanced System Capabilities

- Process Management tools for user-configurable workflow creation and simple modification of existing workflow elements
- Custom Reporting tools enabling administrative staff to build custom reports and ad-hoc queries using data stored in the system
- Ability to report against all programs in system
- Import/export and search against data from other systems

### Reporting

- Ad-Hoc style reports
- Performance Measurement Reports
- User required outcomes, performance measures, project updates
- Predictive Analytics

### Audit Trails

- Financial transactions are date/time stamped
- Recording alterations to fields within the document by date, time, role, data prior to change and data post change
- Workflow audit tracking (external)

### Versioning

- Ability to track changes on a granular level
- Aids in the Audit Trail Process

### Interfaces

- Interfaces to:
  - NCCI for Jurisdictional Self-Insurance Reporting
  - EDI Trading Partners for Workers' Compensation data standard reporting
  - State Agencies as needed for employer data
  - Credit Card Processing Services - NCI