

# Claims Management Solutions



## Rise to the challenge

Incident Management System (IMS) has all the tools necessary to successfully handle every facet of your claims operation. First reports are received directly into IMS via the internet. Time-consuming tasks, such as letter creation and form completion, are automated. Rules-based alerts and diary reminders help keep you on top of your files.

Advanced analytics are easily performed with hundreds of built-in reports and ad hoc reporting that makes drilling down into your data effortless. And not only does IMS integrate with your back office systems, it also supports a variety of technology partners, such as ISO ClaimSearch, to deliver the up-to-the-minute data you need.

Peerless performance, outstanding reports, and rock-solid security all come together in a product that is easy to learn and use. With APP's claims management solutions, you will quickly realize why APP is the industry leader in claims technology and customer satisfaction.

## The right software

- ✓ Seamlessly integrates with back-office systems
- ✓ Increases productivity with powerful automation and user-friendly tools
- ✓ Spots loss trends and risk factors through comprehensive reports
- ✓ Keeps your data secure with role-based function and data security
- ✓ Adapts to your needs with configurable workflows, lookup tables, and screens

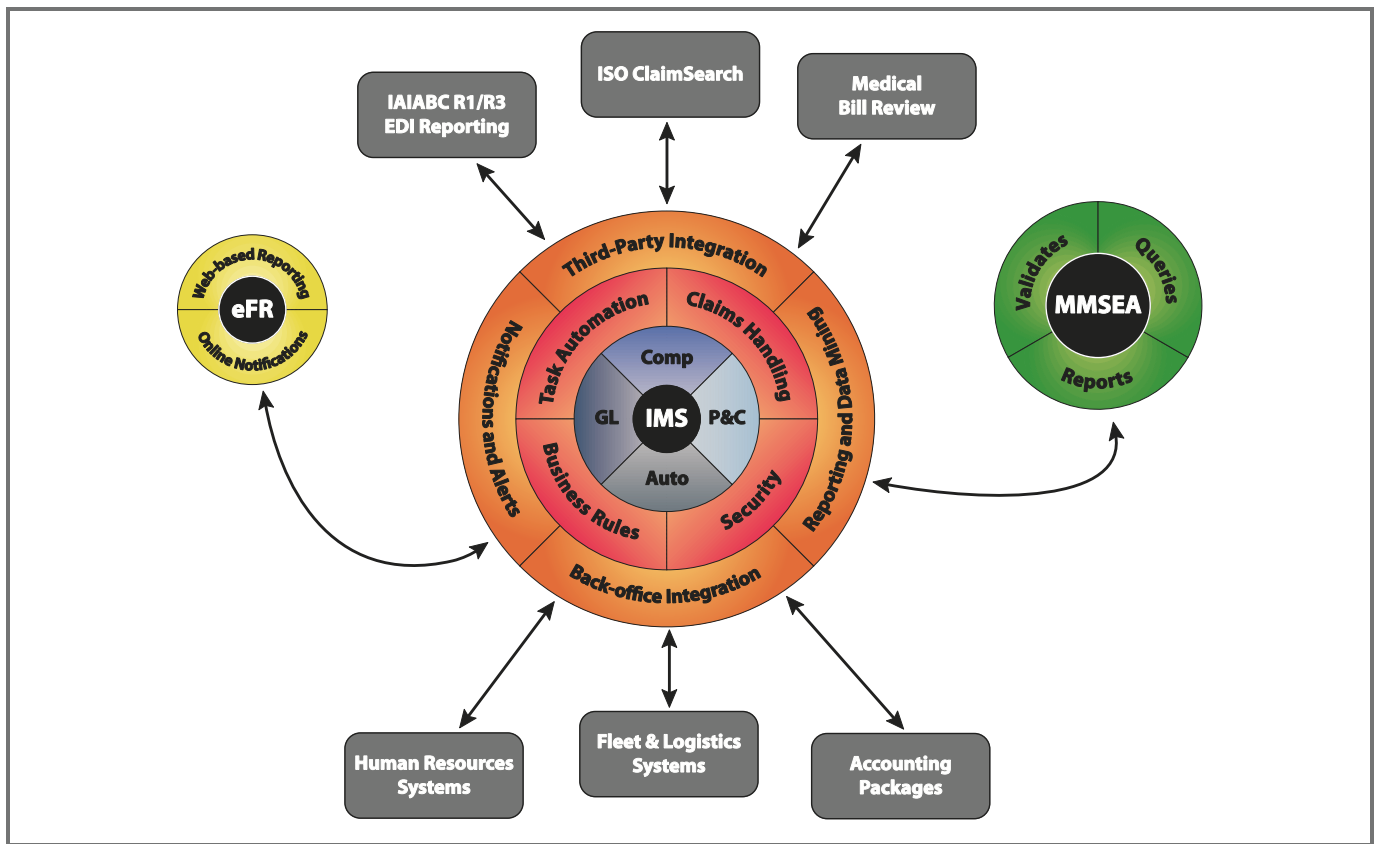
**conquer your claims.**

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*"APP's Incident Management System and Electronic First Report have transformed our claims operation."*

Lynne Kossow, Risk Manager  
Michels Corporation





## Claim Handling

- ✓ Full-featured incident capturing, claim creation, and claim reserving
- ✓ Payments, demand letters, invoicing and collections
- ✓ Schedule automatic recurring payments
- ✓ Web-based incident capturing using Electronic First Report (eFR)

## Workflow

- ✓ Automatic e-mail notification system to alert managers of critical activity on incidents and claims
- ✓ Direct integration with Microsoft Office applications such as Word, Excel, and Outlook
- ✓ Activity log keeps a history of all claim and incident activity with diary-ahead reminders
- ✓ Document scanning and management

## Reporting & Analysis

- ✓ Examine loss trending by any parameter: type of loss, employee, vendor, vehicle, conditions, etc.
- ✓ Full suite of detailed management reports
- ✓ Ad hoc tools deliver unlimited reporting possibilities
- ✓ Mine data with SQL Server Analysis Services

## Back-office & Third-party Integration

- ✓ Seamless connectivity with accounting systems
- ✓ Links into HR and fleet databases
- ✓ Integration with a variety of third-party services such as medical bill review, state forms, and ISO ClaimSearch
- ✓ Import insurance carrier data for consolidated loss-run reporting with IMS's own data

