



STREAMLINE claims document processing for **REDUCED** costs and **POSITIVE** customer experiences

Technology for better business outcomes



HP Insurance Claims Transformation

When it comes to claims, you share one important goal with your customers: a fast and fair resolution. Unfortunately, reams of paperwork and inconsistent manual processes can make this goal a real challenge. Paper-intensive claims workflows are too costly, too slow and invite claims inconsistency, leakage and fraud. Add to that the risk of lost and misrouted documents and the inability to quickly access claims information, and you're not only putting your bottom line at risk, but also the loyalty of your customers. HP offers a unique solution that transforms how documents are captured, handled and created across the entire claims process.

What if you could...

Transform claims processing from a resource drain to a competitive differentiator?

Enhance the customer experience with faster claims resolution?

Reduce the cost and complexity of claims processing and management?

Improve the consistency, transparency and performance of claims workflows?

Boost the productivity, efficiency and customer responsiveness of claims staff?

That's alternative thinking about printing.

Solution at a glance

The HP Insurance Claims Transformation reduces the time, expense and risks associated with manual and paper claims processing tasks. This complete document solution automates and accelerates the flow of claims forms, correspondence and support documents.

Through technologies that support Association for Cooperative Operations Research and Development (ACORD) standards, HP creates a digital workflow of claims documents that reduces claims processing costs and improves performance. And HP's experienced team can help you define a strategy and implement a customized solution that fits your specific business needs.

Solution components

Document capture—Capture and digitize your paper documents and store them in a document and records management system for immediate access to claims information.

Document creation—Automatically create consistent, compliant claims correspondence as well as customized documents such as polices, marketing materials, billing statements, invoices and more.

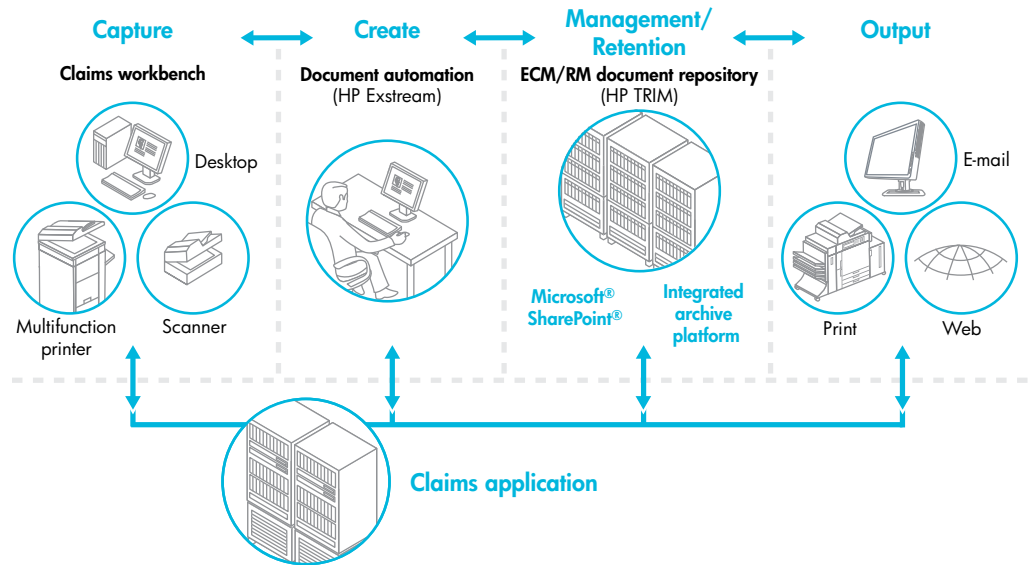
Document and records management—Integration with popular document and records management platforms including HP TRIM. These components enable virtual claims folders so claims staff and key applications can access claims documentation immediately, from anywhere in the world.

Output management—Deliver the appropriate document to any output device or application. Built-in tracking and control enhance security and compliance.

HP at work around the world

When a major life insurance company needed to improve claims document handling and claims handler productivity, it turned to HP. HP helped simplify document infrastructure with a streamlined document capture and output solution that sharply reduced operational costs and improved the efficiency of claims staff. The transformation began by replacing its large, aging fleet with a balanced deployment of workflow-enabled HP multifunction printers (MFPs) and digital senders that allow staff to digitize claims paperwork. HP Managed Print Services (MPS) manages the device fleet for greater output quality and reliability, and print and output management tools to optimize performance and reduce cost. The insurer now sees significantly improved claims performance, processing times and document availability. This carrier expects to see a reduction of claims operational costs of up to 30 percent a year (based on the first three months) and a 54 percent reduction in printing systems.

Figure 1. Claims transformation



Why HP?

HP is recognized as the global leader in imaging and printing solutions for large organizations. HP offers technical expertise, and reliable products and solution sets that allow customers to benefit from:

- Consulting services, including procurement, installation, management and support that can be customized to enhance your organization's effectiveness
- Relationships with industry-leading solution providers
- Powerful solutions to optimize your environment, improve the bottom line and help the planet

How do you get started?

Contact your local HP representative to:

- Set up a workshop with HP to assess your specific business needs.
- Establish a plan to implement a claims document solution for today and into the future.
- Identify an environmental approach that can help your company save money.

To learn more, visit www.hp.com/large/ipg.

HP three-part approach

HP works with you to assess, deploy and manage an imaging and printing environment tailored to meet your business needs, while helping you reduce costs, conserve resources and simplify document-intensive processes. HP's three-part approach:

Optimize infrastructure	Manage environment	Improve workflow
HP can help you achieve a balance between your total cost of printing and your needs for user convenience and productivity.	Working together, HP can help you maintain your optimized infrastructure while improving business efficiency and tightening security.	By streamlining your document-intensive processes, HP can help you deliver a more efficient environment for capturing, managing and sharing information.

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