IPD
Ultera/P8 Enterprise Case Management for Insurance

Partner Solution

- ***Business Application***
  Case Management

- ***Target Industry***
  Insurance

- ***Products***
  IBM FileNet Business Activity Monitor

  IBM FileNet Business Process Manager

  IBM FileNet Capture

  IBM FileNet Content Federation Services

  IBM FileNet Content Manager

  IBM FileNet Image Manager

  IBM FileNet Process Analyzer

  IBM InfoSphere Enterprise Records

Business Challenge

The reliance on multiple documents of many different formats, host system data from disparate sources, and the need to manage a mix of both human and automated decision making is what makes insurance case management so difficult.

The insurance industry also faces the challenge of an aging workforce, bringing about the disappearance of valuable case management know-how as long-time employees enter retirement. What's more, increasing numbers of legislative and regulatory reform proposals will likely necessitate quick changes in business processes, changes that will have to be deployed more frequently and quicker than traditional systems can support.

Recognizing these challenges, many insurance organizations are moving toward solutions that integrate case management content, provide the requisite enterprise content management (ECM) and business process management (BPM) functionality. Deploying solutions of this nature enables intuitive case management with embedded decision support tools that streamline operations, reduce costs and enhance customer responsiveness.

Solution

IPD's Enterprise Case Management for Insurance is a solution applicable to case management scenarios in health, life, disability, and property and casualty insurance. The solution supports core operational processes such as enrollment and underwriting, claims processing, and customer and policy holder services, and provides administrative support for case management functions in finance, human resources and internal audit.

The solution is premised on an electronic case folder concept that mimics and replaces paper-based processes and supports the entire lifecycle of case intake, evaluation, planning, and completion. The folders contain documents and data relevant to the case, and also encapsulate all the tasks, activities and processes necessary to bring the case to a successful outcome.

Ultera/P8 Enterprise Case Management for Insurance also provides specific content and process management capabilities needed for insurance, expressed within IPD's case management interfaces, to provide easy access from a single file location. All documents received or created during the lifecycle of the case – including those received as a result of requests for additional information – are automatically associated with the appropriate case file and displayed to the case manager at the appropriate steps in the process.

All process management capabilities required for system and human interaction with the case (e.g., routing, scheduling, and completion activities) are also automatically made available to the case manager at the appropriate steps in the process. This enables the

full automation of hundreds of manual steps and activities and the enhancement and streamlining of case manager-involved workflows.

Automated and rules-based decision support tools ensure procedural consistency, provide complete informational context for a case and remove the guesswork from human decision making.

Value Proposition

IPD clients have successfully leveraged the Ultera/P8 solution suite of products to immediately reduce costs and optimize work processes, while responding to new business needs. In combination, the Ultera/P8 interfaces, automations, and integrations enhance staff productivity, allowing users to focus on high value-added, rather than administrative and clerical activities.

Ultera/P8 Enterprise Case Management for Insurance provides an agile environment for quickly responding to changing business needs and host system limitations, and can be readily modified and extended – by business analysts as opposed to IT resources – to support new products, new staff members, new adjudication system rules, or processing alternatives as business circumstances dictate.

The solution is scalable from the smallest to largest numbers of users across geographically dispersed operations, and is proven to implement faster and with lower risk than custom and integrator built solutions. Many IPD clients require no coding effort to implement solutions for their highly-specific requirements.

Ultera/P8 Enterprise Case Management for Insurance delivers a low total cost of ownership and a compelling return on investment, with complete payback often in less than twelve months. IPD clients report dramatic performance improvements and business returns, including cycle time reductions of 50 percent or more, productivity increases of better than 45 percent, and processing cost reductions exceeding 40 percent, with assured compliance and within a fully configurable solution.

Company Description

Image Process Design (IPD), Inc., is the insurance industry's premier provider of packaged work process and content management solutions for out-of-the-box automation. With over 18 years domain expertise developing business applications exclusively for insurance, IPD enjoys a blue chip, highly referenceable customer base among healthcare payers, with a strong track record of recurring rollouts.

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