

Digitised Claims Administration

[Status Update](#)

Digitisation is a Powerful Enabler



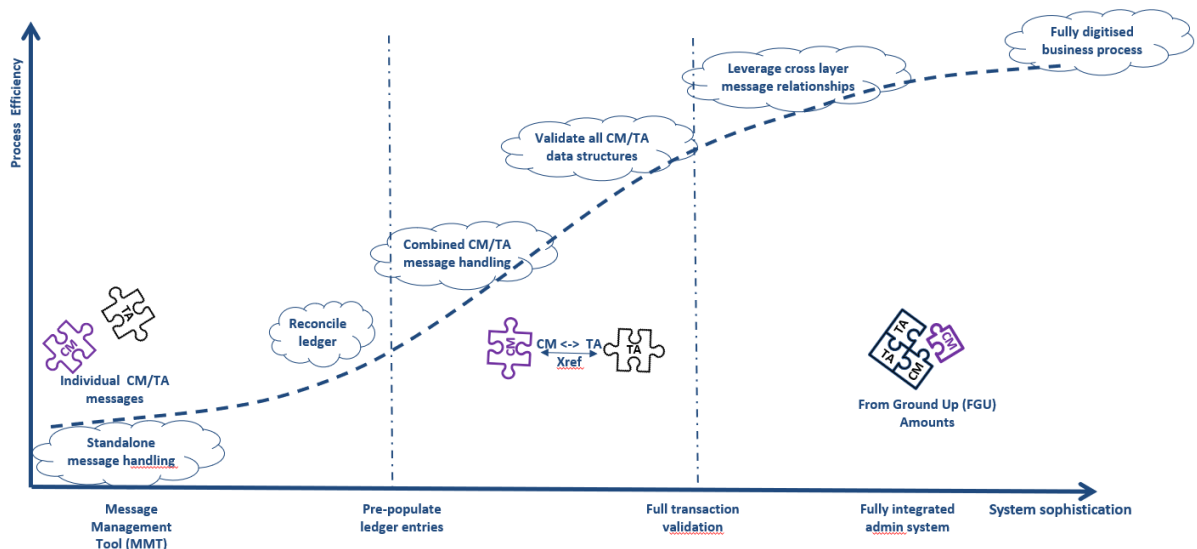
On 6th October, members of the Ruschlikon community held a webinar to outline the benefits that can be achieved from a fully digitised claims process, and to indicate some of the challenges that can be expected in making that journey.

The benefits included a 64% reduction in claim payment turn-around times; a 50% reduction in queries and achievement of 70% process automation, where no human intervention is required.

Enrico Alessandri from Swiss Re explained the various stages of the integration journey, from standalone message handling through to the fully digitised business process where organisations are able to leverage cross layer message relationships.

ACORD integration journey - Maturity & efficiency curve

Ruschlikon
POWERED BY ACORD



The challenges experienced when evolving from paper to digital processes include a knowledge barrier due to the density of information exchanged, requiring an upskilling of the workforce. The biggest effort was identified as being internal, through the need to review and enhance processes to suit digitisation, noting that just digitising paper processes would not produce the most efficient results.

Danny Hickey from Guy Carpenter illustrated why a range of ACORD messages were required, showing the limited claim information available within a Technical Account versus the extensive claim data provided within the Claim Movement.

The group outlined that the use of common standards and compatible processes enabled receivers to apply consistency in the data provided to their claims experts, extending to use of stylesheets to make submissions look the same irrespective of the trading partner.

The data linking related messages was shown to facilitate processing at program level, enabling any human intervention to be enhanced by supplying a unified picture of the claim. The example used was of a claim exhausting one layer and impacting the next, and in this case, the relative claim and reinstatement premiums had been processed in 1 hour and 18 minutes, with no human intervention.

Processing the Claim

Terry Calthorpe, from Guy Carpenter & Co-Chair of the Ruschlikon UK Implementation Group, encouraged participants to reach out and engage with their respective regional groups, where support on the implementation journey could be provided.

For anyone interested in reviewing the session, it will be published in the [webinars section of the Ruschlikon website](#) soon and replayed during the ACORD Connect conference on 27th October.

Ruschlikon Marketing Group on behalf of the Ruschlikon eAccounting & Claims Steering Committee



LinkedIn



Contact Us

Website



Subscribe



Unsubscribe