

Claims are the single largest spend for a property & casualty (P&C) insurance company. Typically, up to 80 percent of each earned premium dollar is “claimed by claims” as pay-out and related expenses.* How can we help?

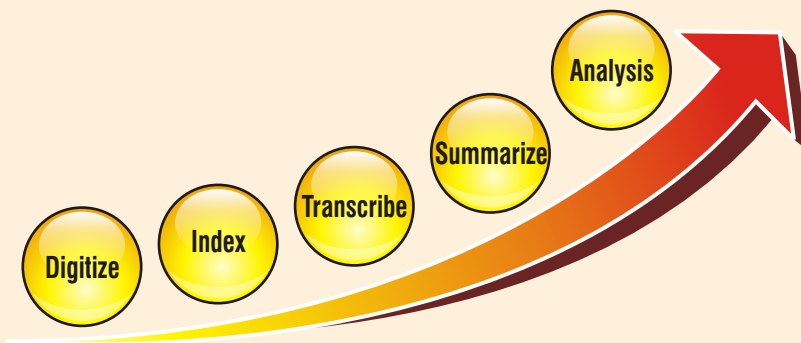
Navtech is an ISO 9001:2000 & SEI:CMM Level 4 IT solutions and consulting organization with presence in US, UK and APAC regions.

Navtech offers Insurance specific services and solutions tailored to transform your business and help you move on the road to growth and efficiency. The Insurance Practice Group covers companies in Property and Casualty, Life and Health and Specialty Lines. Insurance Practice Group (IPG) has been able to demonstrate expertise both on the Technology/Systems front as well as Business process front. This unique combination has led to superior understanding of the domain and tailor specific solutions that actually solve the business need adapting technological excellence.

Navtech’s Claims Medical Record Review (CMR):

CMR is a step wise approach workflow, starting with digitization of the records, indexing them, transcribe them, summarize and analyze the records.

CMRS is unique in the industry with a team of highly qualified Doctors and specialists’ reviewing the claim files and supporting documentation. The information present across 1000’s of pages is analyzed after digitizing and transcribing every minute detail of the claim. The information is then summarized and presented in various templates that can be customizable accordingly to help the claims adjusters and litigation supervisors of the company. As the documents are summarized by qualified doctors and specialists, it makes the process of analysis meaningful to the clients and thereby gives an independent 3rd party medical view of the particular claim. All this is achieved with processes that are HIPAA compliant and at a cost that is significantly low.



This solution helps a claims adjuster/team in having a ready document of the claim even when

- There is absence of medical context.
- There is missing documentation.
- There is difficulty in accessing the medical information.
- There is extensive use of technical jargon and/or symbols.

Claims Medical Record Review Service options:

CMR as a service:

This is a Traditional KPO service where Navtech’s team is given access to the medical records relating to the claim. The medical records are then reviewed by the team page by page, sorted based on the summary template requested by the client and then analyzed before presenting all the required findings in the prescribed format with references to the medical records.

- End to end service option - Ideal for clients wishing to take control of peaks and troughs in claims handling where Turnaround Time (TAT) is crucial. Navtech’s IPG team gives the ability for clients to quickly ramp up and ramp down based on case volumes for companies, thereby providing an extension to the clients own internal claims processing teams.

CMR as a license platform:

The workflow application that Navtech’s IPG team uses is also offered on a SAAS model to the client’s internal team. CMR is a totally automated system which streamlines the claims review process and provides valuable tools to aid claim adjusters increase efficiency and accuracy.

“U.S. property and casualty insurers pay approximately \$50 billion per year in medical claims” *

“Most insurers (79 percent) believe that their medical records processing is not fully optimized and requires further improvement”.*

*2009 Survey conducted by leading consulting company with claims heads of various insurance carriers.

Key features of CMR

- 100 member team of Doctors and medical transcriptionists
- Excellent document processing centers for faster digitization of records
- HIPAA compliant platforms and delivery models
- Digitized documents accessed via secure systems
- Use of advanced OCR recognition technology
- Efficient indexing for superior transcribing and search

Key benefits of CMR

- Efficient and predictable operating expenses
- Higher overall claim service ratings
- Higher policy-holder retention
- Improved employee productivity
- Improved regulatory compliance