



Faster claims processing, better fraud detection

ClaimSearch®



Insights that help drive the right claim decisions

Speed, efficiency, and insights are critical to making the right decisions in today's claims-handling environment. That's why more than 90 percent of property/casualty insurers turn to ClaimSearch®—a robust claims intelligence platform that helps claims professionals determine if a claim needs further investigation or can be fast-tracked for quick settlement.

Insurance Automation *From Policy through Claim*

- AI, machine learning, and predictive analytics increases speed and precision
- 19 petabytes of data across proprietary databases yields greater accuracy
- Ecosystem of integrated solutions improves customer experience – yours and theirs
- 5,000+ industry experts provides lift across the value chain
- 50+ years safeguarding insurers' data earns confidence

The ClaimSearch platform interface displays a claim summary for a 2016 Mercedes-Benz ML350. The summary includes the location of loss (Main Boulevard, Jersey City, NJ), the insured driver (Erika Smith), and the service provider (Smith & Smith LLP). It also lists the claimant (John Davis) and the date of loss (10/31/16). The interface shows three photos of vehicle damage and a timeline of events. The bottom screenshot provides a detailed view of a 'Personal Auto' claim, including a timeline of events, a list of matching events, and a table of related claims.

DATE OF LOSS	TYPE	DESCRIPTION	COVERAGE	COMPANY	CLAIM NUMBER
08/25/2016	Homeowners	Damage caused by wind	WC Liability	Acme Insurance Company	Claim1234
08/25/2016	Workers Comp & Employers liability	slip and fall	WC Liability	Acme Insurance Company	Claim1234
08/25/2016	Homeowners	Damage caused by wind	WC Liability	Acme Insurance Company	Claim1234
08/25/2016	Workers Comp & Employers liability	slip and fall	WC Liability	Acme Insurance Company	Claim1234
08/25/2016	Homeowners	Damage caused by wind	WC Liability	Acme Insurance Company	Claim1234
08/25/2016	Workers Comp & Employers liability	slip and fall	WC Liability	Acme Insurance Company	Claim1234
08/25/2016	Homeowners	Damage caused by wind	WC Liability	Acme Insurance Company	Claim1234
08/25/2016	Workers Comp & Employers liability	slip and fall	WC Liability	Acme Insurance Company	Claim1234
08/25/2016	Homeowners	Damage caused by wind	WC Liability	Acme Insurance Company	Claim1234
08/25/2016	Workers Comp & Employers liability	slip and fall	WC Liability	Acme Insurance Company	Claim1234

The first line of defense against claims fraud

When an adjuster enters a claim into ClaimSearch, it's compared to more than 1.5 billion claims. If there's a match, the adjuster will receive the matching claim details and alerts associated with the submitted claim. This match report is a vital first check against fraud because it can turn up:

- prior related losses
- multiple policies
- previous SIU involvement
- several addresses for the same individual
- Social Security number used for more than one person
- a number of other fraud indicators

Speed decision making with visualized claim summary

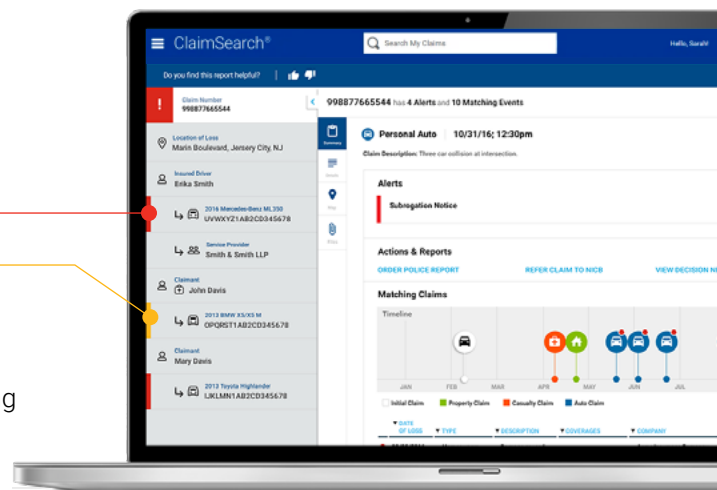
Each claim on the platform is automatically scanned for red flags and color-coded to provide quick insights for claims handlers. The colors reflect whether a claim has the following:

- Alerts (with or without additional matches) – **Red**
- Matches, but no alerts – **Yellow**
- Neither matches nor alerts – **Green**

If the claim status is green, consider fast-tracking. Yellow claims with matches may need a quick review—or more, depending on the matching claims found. Red claims with alerts may need further evaluation and possibly SIU involvement.

Who uses ClaimSearch?

- More than 90% of insurers
- 1,000+ self-insureds
- All 27 workers' comp insurance funds
- Third-party administrators and state fraud bureaus

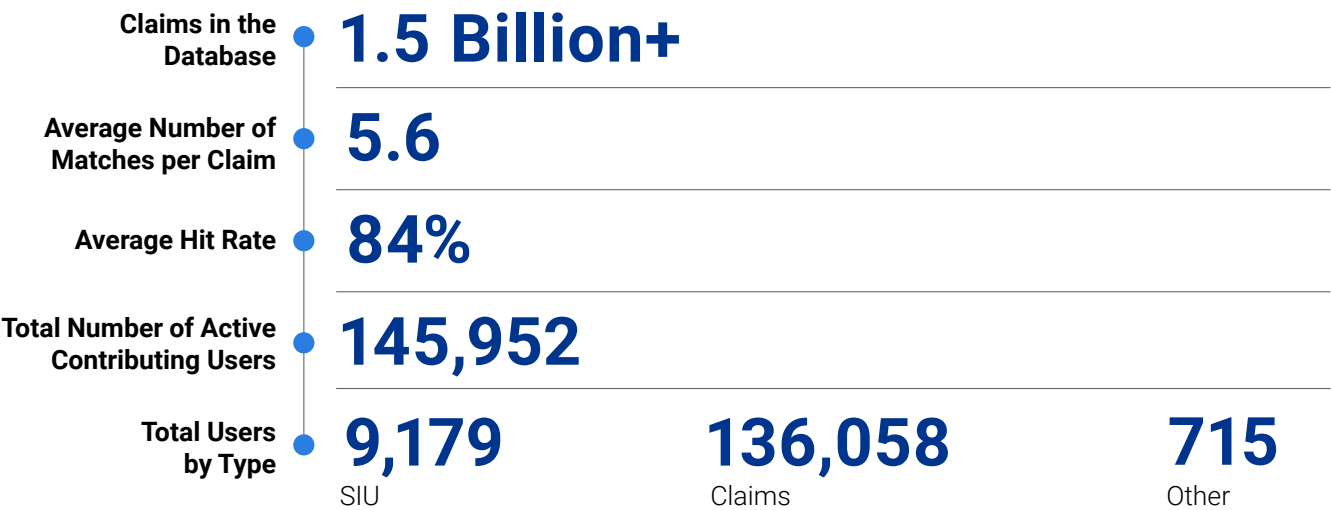


Automatically satisfy compliance reporting requirements

Reporting claims to ClaimSearch can automatically handle various reporting requirements without extra work from your staff. When authorized, we report claims to regulatory agencies on your behalf and check your claims against various federal and state databases and criminal watch lists. Services include:

- Child Support Lien Network (CSLN)
- Office of Child Support Enforcement (OCSE)
- Medicaid Recovery Network (MRN)
- National Motor Vehicle Title Information System (NMVTIS)
- CMS reporting services
- OFAC monitoring
- State fire marshal reporting

ClaimSearch by the Numbers*



*As of September 2022

ClaimSearch also provides...



Digital media tools

Prior-loss photos on match reports when available and cutting-edge image forensics that analyze metadata to detect potential fraud



Business intelligence dashboards

Visual insights and key performance indicators (KPIs) to help manage claims and compliance processes



Life insurance solutions

Claims-matching technology to help uncover fraud, find missing beneficiaries, and improve efficiency for life insurers



Training and support

Access to training, learning resources, tutorials, manuals, guides, reference tools, and more

ClaimSearch seamlessly integrates with a full suite of claim solutions



Decision Net®

Hundreds of supplemental data reports that enhance claim analysis and investigations



ClaimDirectorSM

Predictive analytic models that provide enhanced claim scores and reason codes to detect potential fraud and support investigations



MedSentry®

Advanced analytics and expert clinical oversight to detect medical provider fraud, waste, and abuse



NetMap®

Automated analytic techniques to help detect coordinated claim fraud activity



Case ManagerTM

End-to-end case management solution that helps SIU manage all investigative, intelligence, and regulatory functions



Subrogation Solutions

Automated tools that deliver adverse carrier and third-party policy details near FNOL



Get your complimentary consultation

To learn more about ClaimSearch solutions, please contact:

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