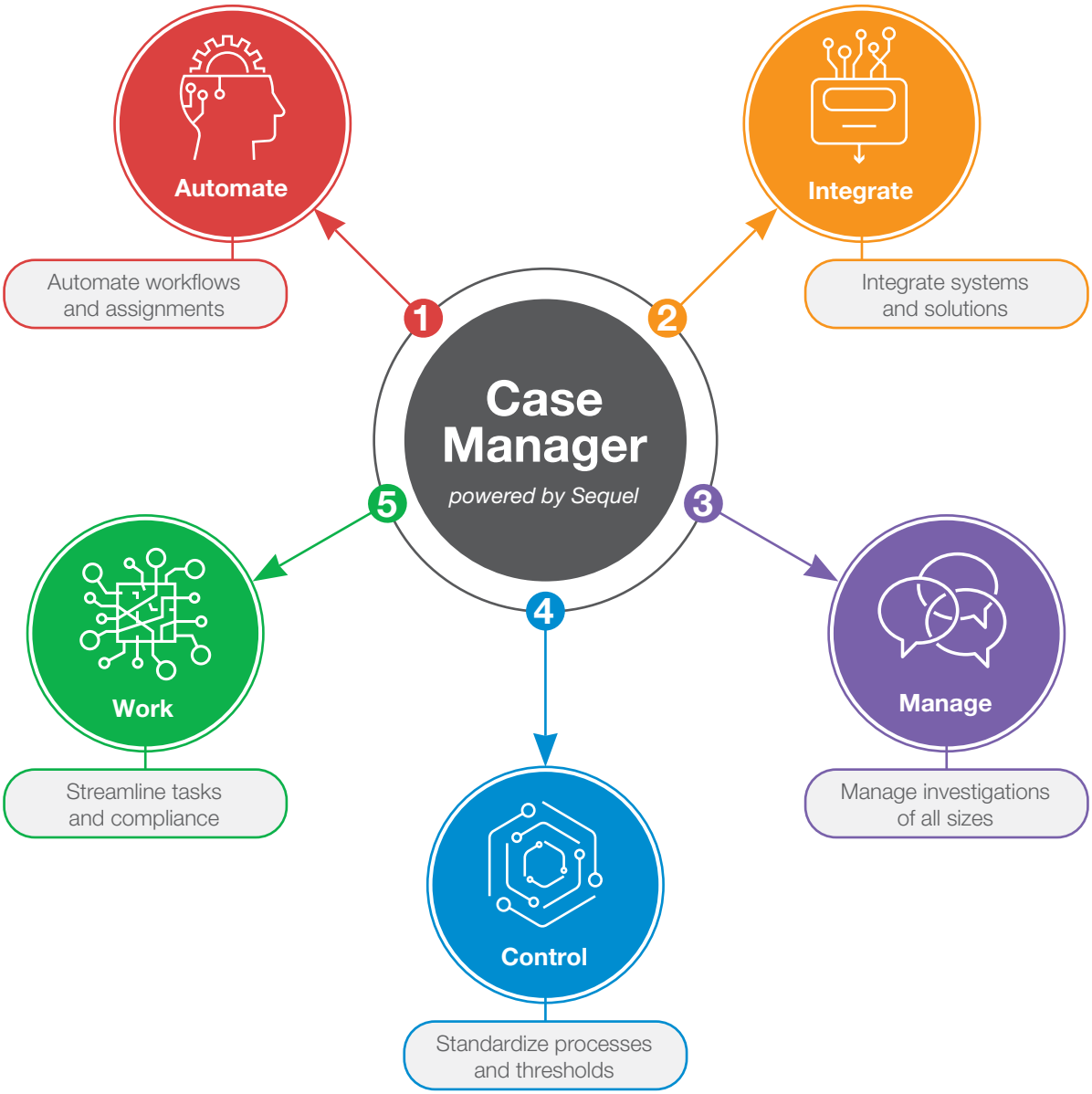
Case Manager®
*powered by Sequel*

# Achieve Highly Productive Investigations through Impactful Workflow Management




ISO
A Verisk Business

# Case Manager Supports Your Best Investigation Workflow

Case Manager is a fully configurable claim fraud management solution that significantly improves case building efficiencies and investigative results.

- Eliminates mundane tasks through process automation
- Reduces the need for additional vendor systems to track, manage and enforce SLA compliance
- Automates compliance related activity, record-retrieval workflow, and investigative workflow
- Lowers operating costs and increases productivity

**You can use the solution as a standalone tool or integrate it into your existing claim administration systems.**

In this overview, you'll find detailed information about this solution – click any of these links to jump to the section you want to read about:


**I. Advanced Case Management Visualization ..... 3**

Graphical Interface through Kanban

**II. Initiating and Progressing Individual and Major Cases ..... 4**

New Case Referral
Plan of Action
Investigation Tasks
Vendor Management
Email Processing
Major Cases and Relationships
Reporting

**III. Efficiency and Workflow Features ..... 6**

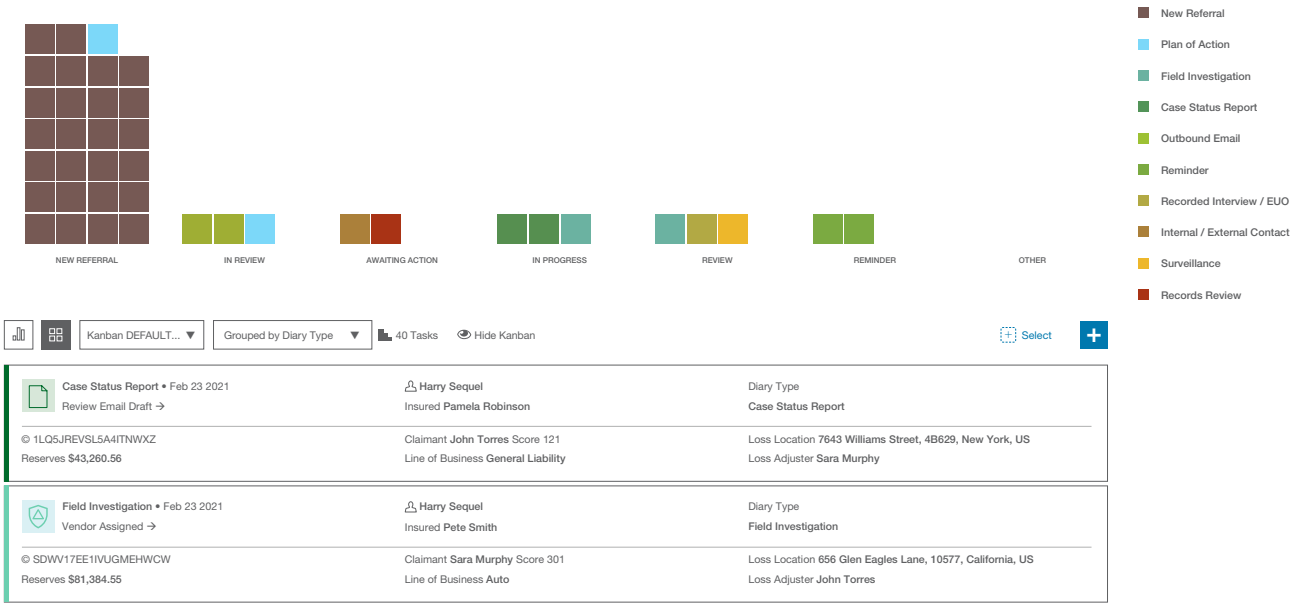
Searching
Claim Structure
Entities
Integrations
Categorizing and Grouping Claims
Internal Notes
Document Management
Reminders and Alerts
Workflow Design

**IV. Security and Configuration ..... 8**

Security Model
Configurable Data and Screens

# I. Advanced Case Management Visualization

## Graphical Interface through Kanban




Investigators and SIU managers can view outstanding tasks using a workflow visualization tool that makes it easy to determine next steps.

### Meet your new work board – Kanban

The interface is a highly configurable work board called Kanban. Originally developed for manufacturing, Kanban has become a best-practice project management methodology favored by the technology sector.

In Case Manager, the Kanban consists of a series of screens with columns where each task is represented by a colored square and aligned to a column, depending upon which step the task represents in the workflow. As you work on tasks, they move from left to right, allowing you to easily see task progress as well as any bottlenecks.

You can arrange outstanding tasks for different streams of work, such as a claim referral or Plan of Action creation. You can also organize tasks by a variety of categories, including diary type, assigned user, or status, to name a few. There's also a traditional work list in the lower half of the screen, providing an easy-to-scan summary of activities.

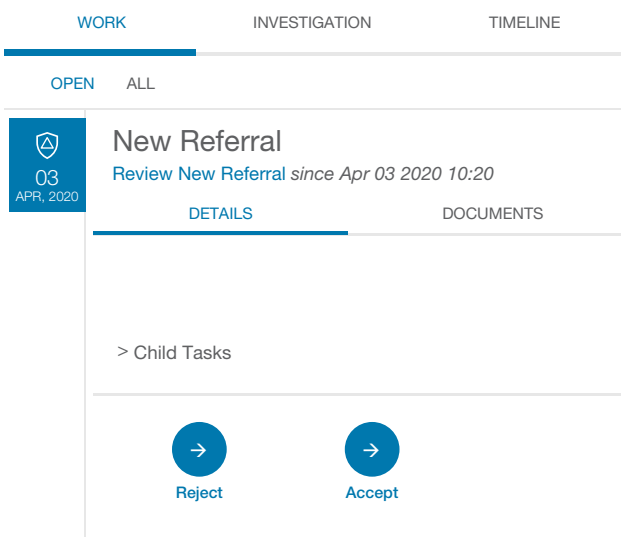
You can filter tasks in the Kanban and worklist to restrict the view to only tasks that meet certain criteria. The three filtering categories are:

- **Quick –** a set list of instant filters for a user or team-assigned tasks
- **Precise –** ranges of data and multiple filter categories to be applied in one filter query
- **Advanced –** a comprehensive list of data fields associated with all the outstanding tasks, which can be used in combination as custom filter criteria

# II. Initiating and Progressing Individual and Major Cases

## New Case Referral

New case referrals can be manually created or pushed to Case Manager using an API gateway. When you accept a referral, a Plan of Action workflow will be auto-triggered. When you create a case manually, you can launch a plan of action when you're ready to begin the investigation.




## Plan of Action

Case Manger's plan of action will present you with a list of numerous investigation tasks, for example:

- Background Check
- Surveillance
- Recorded Statement

Here you can provide a summary of how the investigation should proceed and determine which tasks should be performed internally or by a vendor. If you choose to use a vendor, you can search for and link the vendor to investigation tasks and add task instructions.

SIU Managers can review and approve the plan of action. Once it's approved, Case Manager will automatically send email notifications to the loss adjustor and, if applicable, vendor. When the vendor returns the findings, the system will automatically upload the files. Once you're happy with the investigation, you'll be able to document the outcome. If the investigation was performed internally, you can document the outcome on the internal outcome screen.

## Investigation Tasks

Task types are defined with their own data fields, options and workflows. Tasks may be triggered automatically, as in the case of message receipt, movement reviews or email-related tasks. In addition, you can manually select them. Some examples of task types include:

- Background Check
- Surveillance
- Recorded Statement

A full audit trail, date and user-stamped, of the steps passed through is maintained and viewable against each task.

## Vendor Management

You can conveniently manage vendors and their contacts within Case Manager. When you decide to use a vendor, you can search all of the vendor information loaded into Case Manager to make an informed selection. Once assigned to a case on the Plan of Action, the vendors/contacts are linked to the investigation and they can be searched to find associated cases. The application tracks, manages and enforces SLA compliance. Case Manager allows you to rate vendors, providing a helpful aggregate view.

## Email Processing

The application is fully integrated with a central MS Exchange email account, and emails are conveniently received and processed within Case Manager for streamlined workflows.

### Inbound Emails

Case Manager features email parsing that scans and picks out structured text “tokens” such as claim reference which are used as matching criteria against existing claims.

If an email matches, any attached documents are automatically attached to the claim. If it does not auto-match, you can manually match the email or create a new claim. When a subsequent email is received as a response to an outbound email associated with a claim, it will automatically match to the same claim.

### Outbound Emails

Case Manager can generate and send emails automatically or on-demand. Automatic emails may be sent for a number of reasons, including

- To respond to senders that their emails have been received and are being processed.
- To alert users of an outstanding task.
- When a vendor is assigned an investigation task
- To follow-up with a vendor who has not responded within the SLA

Additionally, templated and formatted emails can be generated via custom workflows for review and edit before sending, with the option to attach documents associated with the claim.

## Major Cases and Relationships

Case Manager makes handling major cases with multiple claims easy. To set up a major case, users can establish a “relationship” for them – this is simply a more formal way of grouping claims together. Claims can be grouped at a major case level, or a general level. A claim can be linked to multiple relationships, with each relationship having distinct details and a standalone relationship screen.

Each relationship is broken down by four tabs to help organize work, emails, documents, and related claims associated with the relationship in its entirety or the related claims that are part of the relationship group.

You can access relationships within the established relationship security group. They can be made public or restricted to certain groups. Users outside of a relationship’s security group will be able to view the relationship card, but they won’t be able to access the relationship to view additional details.

## Reporting

At the end of an investigation, Case Manager automatically generates a report that summarizes the case investigation, based on the items marked as key findings. These can include notes, investigation outcomes, entities, and documents. The application can also automatically or manually generate interim reports (case status reports) throughout the investigation process that can be sent to the loss adjuster handling the claim. The application can be configured to refer reports to state agencies, DOI and NICB, streamlining regulatory and law referrals.

# III. Efficiency and Workflow Features

## Searching

Case Manager's global search function lets you perform complex searches within:

- Claims
- Policies
- Vendors
- Documents
- Users
- Organizations
- Events
- Tasks

We make searching even easier by offering predicted results based on the first characters you type. Your recent searches are listed for instant re-use and can be saved as favorites. You can export search results to Excel to keep data records for analysis.

## Claim Structure

In the claim view, you can easily navigate between claim components and associated tasks. Information is split into a series of tabs:

- **Work –** All tasks associated with the claim
- **Investigation –** Plan of Action summary, entities, notes, vendors, emails, documents, claim details, and key findings
- **Timeline –** A sequential, time-stamped view of key claim events, including messages, movements, documents, notes and emails
- **Relationships –** A claim can be linked to one or more other claims under a major case, allowing documents and work to be observed and reported at the major case level.

## Entities

You can easily add, delete, edit, search, and link entities to a case including:

- People
- Properties
- Vehicles
- Articles
- Companies

Case Manager also lets you link entities together and add multiple entities depending on the investigation task. If you send referrals that contain entity information via the API, those entities will automatically populate in your case.

## Integrations

Case Manager easily integrates with your systems and external products. There can be integration with underwriting and claims functionality through a common gateway. The platform is built on technology that can be scaled up or down to meet demand.

Case Manager is also integrated with ISO ClaimSearch products and the NICB referral process, which provides enhanced investigation tools in a central location and an easy mechanism for referring to NICB.

## Categorizing and Grouping Claims

Another convenient feature is the ability to categorize and group claims in several ways, including:

- **Star Function —** A quick way to mark that a case is of interest to the user. “Starring” a claim enables the user to quickly filter all Diary Actions of interest.
- **Tagging —** Tagging a claim lets the user create and use custom categories for claims. The tag becomes an instant search option.

## Internal Notes

You can add internal notes at the claim or task level. Each note is saved against a task and date and time stamped. Notes are visible to all users, unless customized to have limited access.

## Document Management

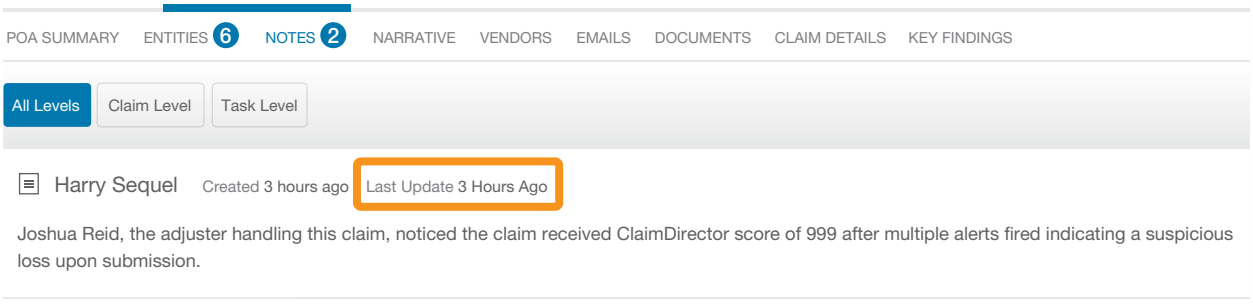
Uploading documents is easy with drag-and-drop, using a Windows Explorer upload tool, or by automatically extracting from an email. You can tag and label documents to allow filtering and sorting and they can be attached at claim and task level.

## Reminders and Alerts

You can manually create reminders against a claim on an ad hoc basis. Case Manager includes a system of alerts to let the user know when certain events occur, such as having a task assigned or receiving a new task on a claim they’re handling. Click on a bell icon to see your notification list and navigate directly to tasks.

## Workflow Design

You can manage the automated and manual steps that drive the application within Workflow Design. This page enables complete transparency as to how each task is progressed through various workflows. Workflows can be customized, and new workflows and tasks can be defined and immediately employed.



# IV. Security and Configuration

## Security Model

Access to functionality is controlled via securable, some examples of which are listed below:

- **Claim –** any buttons or screens associated with a claim
- **Config –** screens associated with the config data, including workflow, events and vendors
- **Export to Excel –** the button used to export search results to an MS Excel spreadsheet
- **Search –** the search page
- **Work –** the work page and associated buttons and actions
- **Notes –** the notes recorded against claims or movements can be blocked from addition, deletion and/or editing

New securables can be added to the system, as necessary.

**Roles in the system –** e.g. Admin, Investigator and Manager are defined in terms of applicable securable and permissions e.g. Create, Read, Update or Delete. Users of the system can then assign one or more roles, further refined by **Group**. Hence a user A could be an Investigator in Group X and a manager in Group Y.

Specific security can be applied at the claim, policy, organization, vendor, contact and individual task level to ensure privacy between groups for specific claims.

## Configurable Data and Screens

Additional data fields can be configured to complement the core claims and tasks data supplied with the system. These can be defined in additional screen formats e.g. for a new task.

## Find Out More about Case Manager –

call for a consultation or demo


Abigail Lewis | Director, Product Innovation

201-714-0280

Abigail.Lewis@verisk.com

Shane Riedman | AVP, Product Innovation

201-469-3080

Shane.Riedman@verisk.com


Verisk™


© 2021 Insurance Services Office, Inc. Verisk Analytics, the Verisk Analytics logo, and ISO ClaimSearch are registered trademarks and Verisk, Case Manager, and the Verisk logo are trademarks of Insurance Services Office, Inc. All other product or corporate names are trademarks or registered trademarks of their respective companies. ca21032 02/21