TimelinePI

Process Intelligence for Insurance Claims Processing

To meet the challenges facing claims processing departments today requires a deep understanding of the myriad business processes that are the life's blood of the operation - it requires TimelinePI. TimelinePI is a completely new way of automatically analyzing data to understand, optimize and monitor processes. For the first time, you will have full visibility into all of your processes - including those where process steps were performed on multiple backend systems (e.g. Majesco, DuckCreek, Guidewire, CSC, Insurity, etc.).
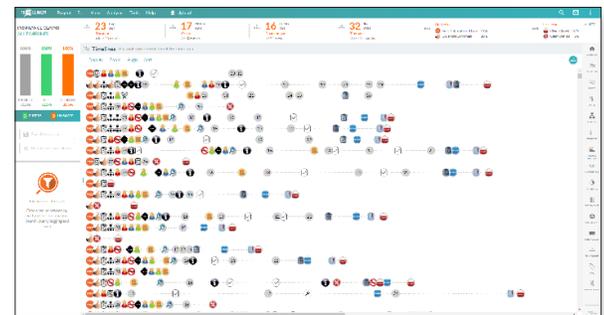
True Process Intelligence

Claims processing operations are built on a complex web of interconnected and interdependent processes. To reduce operating expense and mitigate damages insurers need to understand the details of how effectively they are managing their claims processing operations. This includes the ability to understand the performance details of all participants in the process (e.g. internal staff, contract adjusters, third-party support organizations, other partners, etc.). The goal is to achieve true process intelligence.

Achieving process intelligence is a fundamental requirement to achieving process improvement. Only by understanding the precise details of how processes are executed in real-world situations can claims processing teams understand and optimize those processes. Through process intelligence these decisions can be made based on fact - not simply on institutional assumptions which are often flawed or biased.
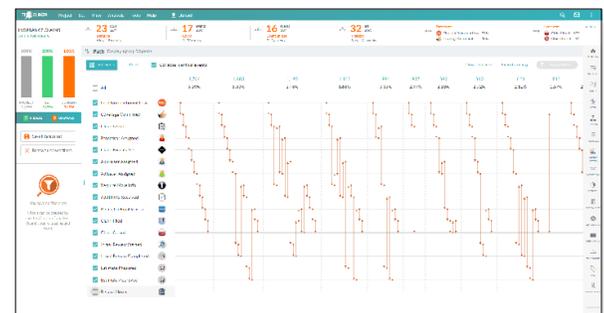
TimelinePI is Process Intelligence

TimelinePI has been designed to allow users to quickly achieve process intelligence. TimelinePI's power comes from its new approach to analyzing business processes called Timeline Analysis. It is the only analytics tool that delivers complete process visibility, allowing you to analyze and understand the data you already possess in a completely new way.

Best of all, unlike business intelligence and other analysis tools which require huge investments in staff time and budget TimelinePI is designed to provide immediate analysis of your claims process automatically. As soon as you load your data you are presented with a wide variety of best-practices analyses already pre-populated and waiting for you.
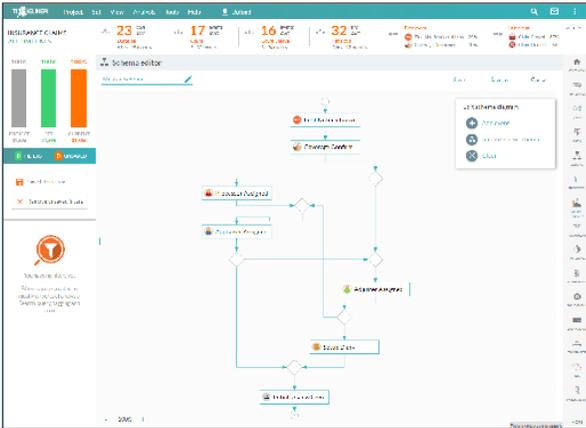

Timeline Analysis allows you to directly inspect the exact steps taken in each claim (even when those steps are performed on multiple backend systems) and includes tools to filter by time, complexity, staff, claim type and much more.
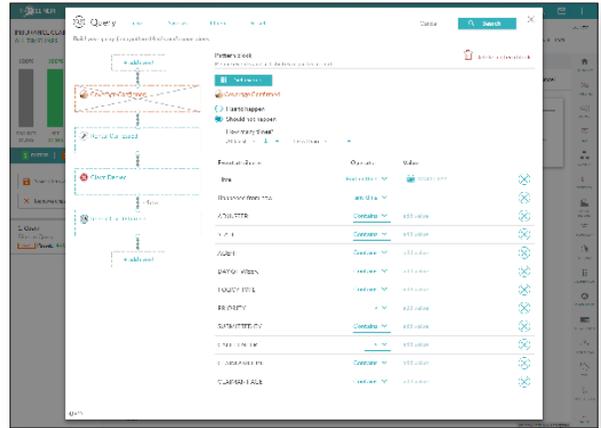

Path analysis provides a completely new way to analyze different patterns of execution across all or any filtered subset of your claims. You can quickly identify deviations from expected behavior or when any step may be skipped, repeated or missing entirely. Any pattern of interest can be used to drill down directly to those claims which exhibit that behavior.
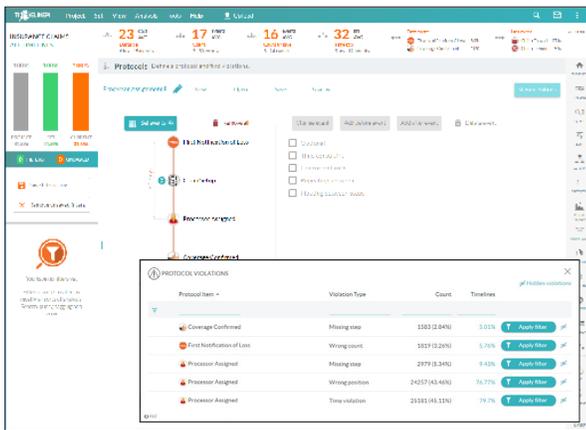
Overcoming the challenges faced by insurance carriers today requires a deeper understanding of the multiple connected steps in the claims cycle - it requires TimelinePI. Executives must be able to optimize the claims process to meet higher client expectations, secure their loyalty, and ensure positive business outcomes. To manage the future of insurance claims processing, executives must be able to better manage their business and its underlying processes. TimelinePI is the next generation of resource solutions and the difference maker for the future of insurance analytics.
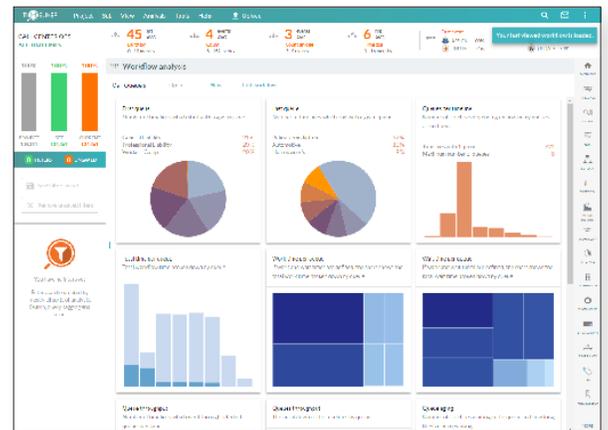

Process Schema Discovery automatically uncovers the core process flow behind all the many variations of how claims are individually managed.

Process Query provides a simple graphical interface for defining search conditions to find all claims that match any search condition (time, sequence, dimension, etc.).

Protocol Analysis analyzes and monitors claims to ensure defined process steps are followed for each claim and identifies any deviations from the prescribed path.

Workflow Analysis delivers a detailed analysis of the entire claims processing experience across all work queues and other touchpoints along the way to uncover misroutings or redundant steps.

TIMELINEPI

For more information please contact TimelinePI at: *info@timelinepi.com*

or visit our website at: *www.timelinepi.com*