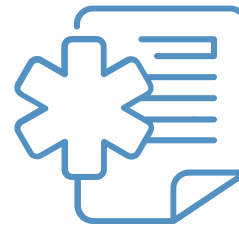




## **V3locity ClaimsCenter**



## V3locity ClaimsCenter

### Streamline your claims operations

In today's competitive and ever-increasing digital environment, traditional claims administration, with its

manual processes and fragmented systems, simply cannot meet consumer expectations or operational efficiencies to move your business forward.

For employee benefits providers, the efficiency and effectiveness of claims operations drive employer and employee satisfaction and can significantly impact profitability. Insurers need to modernize, automate, and continuously optimize their claims process to remain competitive.

Accurate, real-time claims data and analytics, combined with omnichannel engagement tools, can provide an enhanced customer journey, automate claims adjudication, and optimize workflow management.

## Transform Engagement and Operations

Our cloud-native, customer-centric claims solution streamlines your operations, helps you gain the analytical insights necessary to optimize claims outcomes, and transforms how you engage with internal and external stakeholders.

API-led connectivity enables a scalable and omnichannel strategy to future-proof operations. ClaimsCenter leverages the uniquely robust enterprise features of V3locity, including workflow management, document and content management, reporting, and analytics to modernize your claims administration.



### Intuitive

ClaimsCenter's digital engagement and 360-degree customer service capabilities combine to deliver an intuitive user experience for internal and external stakeholders. Advice and guidance are provided to serve them quickly, conveniently, and to drive better claims outcomes.

## Maximize Workflow with Enhanced Analytics

Powered by AWS, V3locity's data lake will provide next-generation, real-time analytics to monitor service levels, detect process bottlenecks, continuously score claims, and recommend the necessary actions to optimize claims outcomes.

The ability to leverage member-specific policy information regarding coverage information can eliminate rekeying and avoid costly errors or inaccurate payments. Integration with V3locity CoreAdmin can further optimize data exchange and accelerate overall automation efforts. A 360 view of claims, members, incidents, and coverages enhances workflow management and operational efficiencies.

Built on a foundation of more than 30 years of group benefits experiences, ClaimsCenter provides a single source of the truth for more efficient and effective

### Capabilities Include:

- Digital claims intake
- Claim risk rating
- Automated routing of tasks
- Guided claim verification
- Dynamic rules engine
- Financial administration

claims processing. ClaimsCenter is designed to support critical illness, hospital indemnity, accident, life, dental, waiver, short-term disability, and long-term disability.

ClaimsCenter's out-of-the box functionality is offered as a stand-alone claims solution or part of a complete, straight-through solution that is seamlessly integrated with Vitech's market leading CoreAdmin suite, DocCenter and Digital experiences.



## Efficient

Reduce turnaround times for claims processing. Use advanced analytics and configurable technology to adapt quickly and optimize outcomes for different claims scenarios. Leverage data to automate where possible and guide experts as required.

## Notable features include:



**Workflow  
and Imaging**



**Document and  
Content Management**



**Digital  
Self-Service**



**Sophisticated  
Payment Functionality**



**Query and  
Reporting**



**Dashboards and Real-  
Time Analytics**

For more information or to schedule a demo, please contact [info@vitechinc.com](mailto:info@vitechinc.com) or visit our website at [vitechinc.com](http://vitechinc.com).

Vitech is a global provider of cloud-native benefit and investment administration software. We help our Insurance, Retirement, and Investment clients expand their offerings and capabilities, streamline their operations, gain analytical insights, and transform their engagement models. Vitech

employs over 1,600 professionals, serving the world's most successful insurance, retirement, and investment organizations. An innovator and visionary, Vitech's market leadership has been recognized by industry experts, such as Gartner, Celent, Aite-Novarica, and ISG.



## Future-Focused

API-First, omnichannel self-service and communications for employers, employees, and providers deliver an enhanced and future-focused claims experience.