

How ClaimPilot Increased Time Efficiency by **More Than 40%** for Alaska's Premiere Claims Handling Third-Party Administrator



The Challenge

Eliminate time-consuming extra steps for customizing document names and attaching documents to the claims with extreme accuracy.

The Solution

ClaimPilot's creation of a secure data hub and integration of a naming convention that automatically attaches and distributes documents to clients.

The Outcome

- ✓ Eliminates unnecessary steps
- ✓ Minimizes errors
- ✓ Increases time efficiency 40-50% for staff members
- ✓ Boosts claims bandwidth
- ✓ Frees up employees for other responsibilities

"ClaimPilot has opened our eyes to how seamless the process can be."

Backdrop: Alaska

Northern Adjusters serves all of Alaska with multiline claims handling and administration for Workers' Compensation, auto liability, property, casualty, appraisals, underwriting inspections and general liability. Northern Adjusters markets to carriers, self-insured entities and third-party administrators needing feet on the ground in that state.

The Challenge: Eliminating a Timely Extra Step

Northern Adjusters has been a ClaimPilot client since 2005. Back in time, the company purchased a naming program that served as a temporary depository into which documents were imported, named, extracted and then loaded into ClaimPilot. This extra step created a tremendous amount of extra work for the scan team and naming crew before dropping documents into ClaimPilot using an SFTP site where they were routed and attached to files. And since Northern Adjusters processes thousands of documents through its system, its staff members were spending a tremendous amount of time on extra steps outside the ClaimPilot platform.

The Solution: A Comprehensive, Seamless Process

ClaimPilot collaborated with Northern Adjusters to understand its document naming process and identify specific customizations that would eliminate unnecessary, time-consuming tasks. A secure data hub was created to allow Northern Adjusters – and ultimately other clients with similar needs – to drop all documents into ClaimPilot via the SFTP site and automatically route them through the data hub. As part of the comprehensive integration, ClaimPilot:

- Built customization options to accommodate recipients' preferences for receiving individual emails, emails grouped by claims or other specifications.
- Created a document naming process similar to what Northern Adjusters had used originally to ensure a seamless transition and consistent user experience for the company's staff and valued clients.
- Integrated important checks and balances, such as a claim number input window to verify that the claimant's name matched the claim documents.

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The Outcome: Tremendous Efficiencies

With a passion for doing what it takes to service clients and a promise to dig deep for solid professional claim results and administrative services, Northern Adjusters' data hub integration has significantly enhanced internal efficiencies and client service through key outcomes.

- Staff efficiency at Northern Adjusters has increased by an impressive 40-50%.
- Employees now have more time to handle more claims and take on additional responsibilities.
- The company has further scaled its business across Alaskan markets.
- Northern Adjusters is providing these same efficiencies to its clients and confidently delivering on their requests with extreme accuracy.

"Unusual requests from our clients can be accommodated because ClaimPilot steps up to make things happen."

Learn More

Put the power of ClaimPilot's customized automated processes working for your success. To learn more or request a demo, call 979.846.3730 or visit claimpilot.com.