

# How ClaimPilot's State-of-the-Art Claims Management Platform Increased Operational Efficiency for a TPA **by 80%**



## The Challenge

To manage thousands of claims on a fully functional software platform that will meet clients' needs, ensuring the highest level of service, resulting in the best outcome of their claims.

## The Solution

Converting to ClaimPilot's cutting-edge, cloud-based claims management platform backed by responsive, one-on-one technical support and thorough onboarding.

## The Outcome

- ✓ Seamless integration
- ✓ Automated, streamlined processes
- ✓ Enhanced productivity
- ✓ Cybersecurity
- ✓ Exemplary technical support
- ✓ Confidence in managing claims
- ✓ Pride in the work product

*Vision Risk Management Services is a leading third-party claims administrator licensed in New York and manages over 1,000 claims every year for Workers' Compensation, General Liability, and all aspects of automobile claims, including no-fault, property damage, and subrogation for self-insured entities and insurance carriers.*

### The Challenge: An Inefficient Platform for a Growing Business

Vision Risk Management Services converted to a new claims management platform in 2020 and quickly found out that the platform did not meet their business needs. VRM needed a software that was user-friendly, consistently updated, efficient, and able to manage a high volume of claims. More so than anything else, they needed high-quality customer service and technical support. Vision Risk Management Services researched its options and demoed various platforms with a keen eye on conversion and integration, intuitive functionality and responsive technical support.

### The Solution: Exceptional Automation, Analytics and Reporting

As a leading TPA in its market area, Vision Risk Management Services needs complete confidence in its claim management platform. Along those lines, the solution that checked every box was ClaimPilot, which provides state-of-the-art workflow automation, custom reporting, real-time analytics and responsive technical support. Because of the diversity and volume of claims, Vision Risk Management Services' processes and workflows must be seamlessly automated through streamlined digitized processes that create, track and share documents, and execute expeditious data exchanges, which ClaimPilot delivers. Reserves must be tracked and adjusted through the system, eliminating concerns about potential financial penalties to the company or its clients. Best-in-class financial reports must generate finely detailed reports in a timely basis. And heightened security concerns have made built-in administrative, physical and technical cybersecurity safeguards a priority to protect data transmission security, authentication, access control, audit control and integrity.

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## **The Outcome: Scalability and Significant Operational Horsepower**

Effective collaboration between Vision Risk Management Services and ClaimPilot allowed for productive discussions amenable to needs and concerns, the customization of a solution and a seamless, stress-free conversion of years of claimant data. Coupled with the successful onboarding and training of its team, Vision Risk Management Services' expectations were met – and exceeded. As promised, ClaimPilot's secure software is easy to use and provides robust functionality, complete accuracy and software reliability. As a result, operational, employee and time efficiencies have increased for both Vision Risk Management Services and the self-insured entities and insurance carriers it serves, resulting in a win/win.

Since VRM's integration with Claim Pilot, productivity has increased by a phenomenal 80%. Vision Risk Management Services is proud to give clients access to its claims software knowing the user experience will be positive, the data is accurate and the work product is comprehensive. And as Vision Risk Management Services' needs continue to evolve, the company can count on ClaimPilot to roll up its sleeves, respond to questions – and if the answer isn't known, it will be! – and devise the best solution with timeliness and integrity. This favorable outcome has freed up time for the company to further scale its business in a highly dynamic market.

### **In the Words of Vision Risk Management Services:**

*“With ClaimPilot, we got what we were promised – and more.”*

*“ClaimPilot's robust functionality seamlessly automates claims processing, generates custom reporting and elevates service capabilities that further differentiate our company.”*

*“Our decision to switch claims management software was tied to providing our valued clients with proven, innovative solutions for claims management.”*

### **Learn More**

*If you are looking for ways to enhance efficiencies and grow your claims output with cutting-edge claims management software, request a demo by calling 979.846.3730 or visit [claimpilot.com](http://claimpilot.com).*