



# Calming the Waves of Claims

The time and cost inefficiencies associated with paper processes are increasingly impacting the ability of organizations to reach financial and productivity goals. Customers submit claims expecting immediate action, but paperwork can slow the process to a crawl. Companies that are serious about claim management need an effective document management application.

Document management solutions that deliver secure, digitized versions of paper and other electronic documents in combination with claim-management systems are dramatically speeding business processes and elevating productivity.

Perceptive Software and MountainView Software have strategically aligned to help claim-management organizations optimize productivity. Together, ImageNow® from Perceptive Software and MountainView Software's ClaimZone® suite provide a complete, seamlessly integrated document management and claim-management solution.

tion is in their hands so they can quickly assist customers.

Patented LearnMode™ technology facilitates seamless integration between ImageNow and any host application, including ClaimZone. Integration establishes a direct connection between host system records and corresponding information in ImageNow, enabling users to retrieve supporting documents from their host environment with a single click. Such simplicity endears ImageNow to users, smoothing the transition to electronic document management.

Rapid deployment gives customers timely return on investment. Hands-on implementation and training prepare users to manage their document management solutions independently, and there is no required service contract, reducing total cost of ownership. ImageNow is easily extended to policy administration, underwriting, accounts

ImageNow document management imaging and workflow eliminates the manual inefficiencies of processing and approving claims, so your staff completes projects quickly and your policyholders recoup losses faster.

ImageNow provides instant, single-click access to scanned documents, faxes, e-mail, and virtually any other file or document. Us-

ers retrieve claim information and answer inquiries in seconds without leaving their desks, resulting in significant time savings, increased productivity, and enhanced customer service.

WebNow™, the full-featured, browser-based complement to ImageNow, provides claim adjusters in the field with instant access to important documents from any browser. In seconds, important policyholder informa-

payable, human resources, and all other departments.

MountainView's comprehensive ClaimZone claim-management suite further bolsters productivity gains by dramatically reducing the time required to accurately compile information and process first reports of injury.

Because it is a 100 percent web-based application, ClaimZone Reporter makes access to current, accurate information about each of the 50 states' first report of injury criteria and OSHA forms, and general auto liability and property claims instantaneous, helping accelerate the reporting process. Claims can be reported entirely online and then imported into ClaimZone Enterprise Edition or into virtually any claim-management system. Paper-based claims and double-data entry can be eliminated, significantly reducing input errors.

Data entry shortcuts enable fast creation

of claim reports. Fields such as policy, carrier, administrator, and other important pieces of data can be set up to auto-generate each time a new claim report is started. Once the report is created, ClaimZone Enterprise Edition takes over to help simplify claim adjustments and administration.

Processing screens dedicated to each line of business — workers' compensation, auto/property/car/cart/slip and fall/falling object liability, false arrest, and garage keeper — help adjusters pinpoint details and better manage claims.

An electronic data interchange-ready application, ClaimZone Enterprise Edition facilitates sharing data between an organization and the trading partner — the state, the third-party administrator, or insurance carrier.

For more information, visit [www.mvsc.com](http://www.mvsc.com) and [www.imagenow.com/insurance](http://www.imagenow.com/insurance).