

## Data makes all the difference

Evolve your claims process with more data earlier in the claims lifecycle.

Lower severity payments, reduce cycle times, and improve customer satisfaction by obtaining accurate and complete information at First Notice of Loss (FNOL). LexisNexis® Claims Datafill is designed to integrate directly with a carrier's claims administrative system providing quality data and other needed services at the beginning and throughout the life of the claim.

### Next-Generation Claims Handling

Through web services technology, LexisNexis® Claims Datafill provides party, vehicle, and policy information claim representatives need to quickly resolve claims. Beginning day one and as the claim develops, Claims Datafill, part of the LexisNexis® Claims Compass solution, delivers each actionable information to aide in identifying potential fraudulent activities, subrogation opportunities, and severity issues for further investigation.

By integrating LexisNexis® proprietary data sets and analytic models directly into your claims system starting as early as FNOL, claims are assessed, routed, and resolved more effectively. Claims Datafill enables you to:

- Increase efficiency and maximize resources
- Accelerate cycle times and improve customer retention
- Identify and assign potential fraud faster

### Expedite claims resolution

#### Shorten the FNOL intake process

**Today:** Carriers struggle to make the FNOL call an efficient process.

**With LexisNexis:** Eliminating time-consuming Q&A and data entry decreases the time it takes to complete a loss report.

### Upgrade assignment logic, identity and route potential fraud faster

**Today:** A limited amount of information is available when assigning the claim after FNOL.

**With LexisNexis:** More external data captured at FNOL can enhance claim assignment logic to get the claim to the right person.

### Reduce adjuster follow-up

**Today:** When the claim hits their desk, adjusters must follow up and conduct research for information not received at FNOL.

**With LexisNexis:** Less missing information means adjusters can focus more on their real job—handling the claim.

### Speed cycle time, improve retention

**Today:** Satisfaction with the claims process is critical to retaining policy holders.

**With LexisNexis:** Spend less time asking questions and more time communicating next steps, offering valuable services and expediting the claim process for your customers.

### Address fraud more efficiently

#### Identify potential fraud earlier

**Today:** Identification of potential fraud indicators does not occur until after the claim has been assigned.

**With LexisNexis:** Begin analyzing the claim early in the FNOL process to quickly identify claims for routing to SIU.

#### Ongoing consistent monitoring and notification

**Today:** Referrals to SIU are reliant upon claim adjusters recognizing issues as new information is developed

**With LexisNexis:** Claims are monitored for potential fraud issues as they develop from FNOL until resolution.

#### Incorporate more data to expand your view

**Today:** Identification of potential organized ring activity is limited to the data contained in your localized databases.

**With LexisNexis:** Incorporation of LexisNexis' proprietary data set provides greater insight earlier to improve identification of potential ring activity.



Insurance

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#### About LexisNexis Risk Solutions

LexisNexis Risk Solutions ([www.lexisnexis.com/risk](http://www.lexisnexis.com/risk)) is a leader in providing essential information that helps customers across all industries and government predict, assess and manage risk. Combining cutting-edge technology, unique data and advanced scoring analytics, we provide products and services that address evolving client needs in the risk sector while upholding the highest standards of security and privacy. LexisNexis Risk Solutions is part of Reed Elsevier, a leading publisher and information provider that serves customers in more than 100 countries with more than 30,000 employees worldwide.

Our insurance solutions assist insurers with automating and improving the performance of critical workflow processes to reduce expenses, improve service and position customers for growth

The Claims Datafill and Claims Compass services are not provided by "consumer reporting agencies," as that term is defined in the Fair Credit Reporting Act (15 U.S.C. § 1681, et seq.) ("FCRA") and do not constitute "consumer reports," as that term is defined in the FCRA. Accordingly, the Claims Datafill and Claims Compass services may not be used in whole or in part as a factor in determining eligibility for credit, insurance, employment or for any other eligibility purpose that would qualify it as a consumer report under the FCRA. Due to the nature of the origin of public record information, the public records and commercially available data sources used in reports may contain errors. Source data is sometimes reported or entered inaccurately, processed poorly or incorrectly, and is generally not free from defect. This product or service aggregates and reports data, as provided by the public records and commercially available data sources, and is not the source of the data, nor is it a comprehensive compilation of the data. Before relying on any data, it should be independently verified. LexisNexis and the Knowledge Burst logo are registered trademarks of Reed Elsevier Properties Inc., used under license. Other products and services may be trademarks or registered trademarks of their respective companies. Copyright © 2017 LexisNexis. All rights reserved. NXR01987-1 0117