

Could the Future of Claims be Touchless?

We asked **senior executives across 24 P&C carriers** to share their views about the future of claims automation and its integration into their claims processing workflow to manage non-complex claims. Claims processes were divided into four categories and carriers were set into three segments.

Claims Handling Processes

Traditional



Traditional:
A process where an adjuster goes into the field, inspects the vehicle or home and prepares an estimate.

Fast Track



Fast Track:
An expedited claims handling process with minimal insurance employee involvement. An example would be a direct repair claim.

Virtual Claims Handling



Virtual Claims Handling:
A process where a customer or vendor captures damage via photos or streaming video; a claims adjuster conducts the damage assessment remotely.

Touchless Claims Handling



Touchless Claims Handling:
In this process, a claim is reported electronically. Technology is used to capture damage or invoices, run a system audit, and if the claim meets approved criteria, the claim is paid electronically.

Carriers

Traditional



Traditional
Relies heavily on in-field inspectors for non-complex claims. May be using Fast Track, but not using or considering Virtual Claims Handling

Semi-Forward Leaning



Semi-Forward Leaning
Using traditional in-field and Fast Track. Also using or is considering Virtual Claims Handling

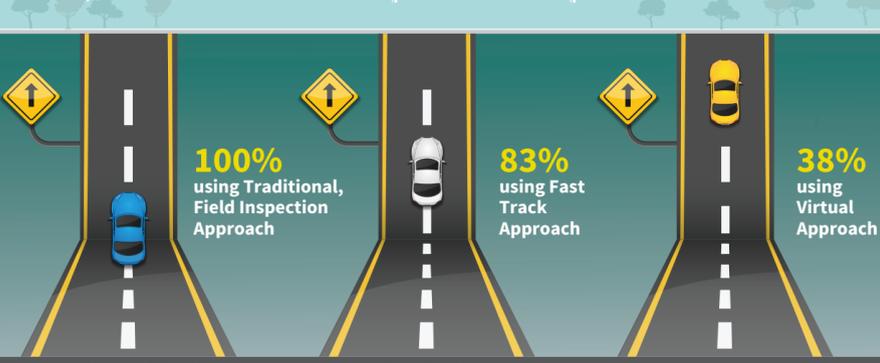
Forward Leaning



Forward Leaning
Using Fast Track and Virtual Claims Handling while also considering Touchless Claims Handling

Examining the claims handling landscape, all carriers use a Traditional Claims approach but the majority have implemented Fast Track and are beginning to implement a Virtual Handling approach.

The Road to Touchless Claims



Respondents taking a more automated approach are experiencing significantly lower cycle times.

Traditional Approach Users

Fast Track Approach Users

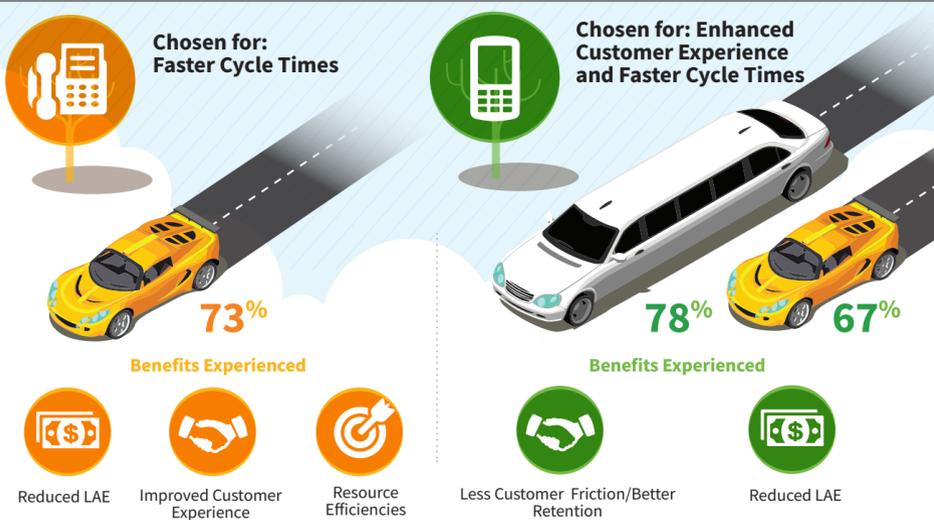
Virtual Approach Users



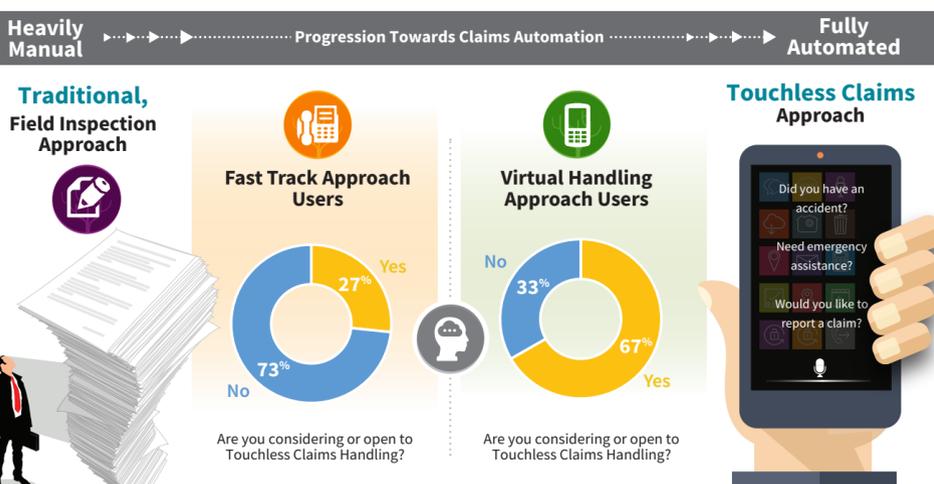
Respondents are choosing Virtual Handling to enhance the customer experience.

Fast Track Processing

Virtual Claims Handling



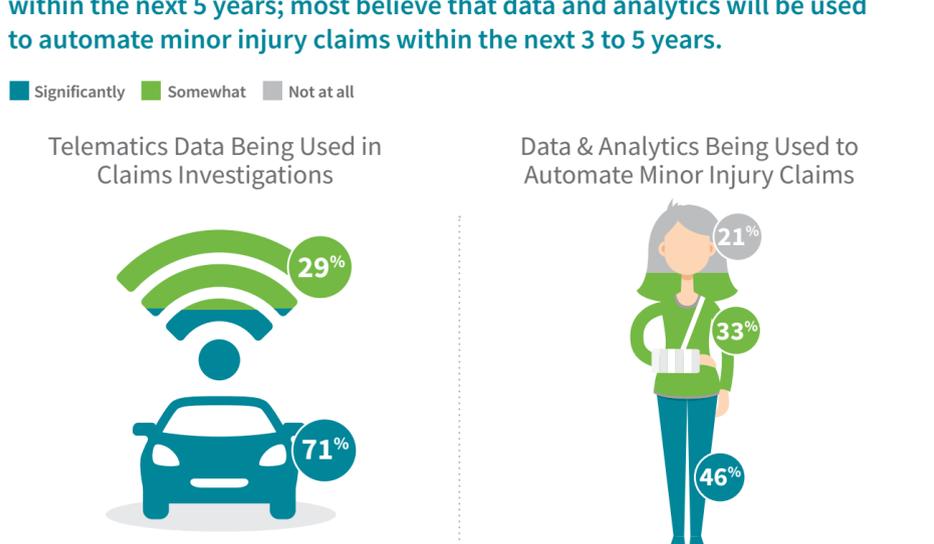
Respondents who are already utilizing virtual claims processes are more open to a touchless claims approach.



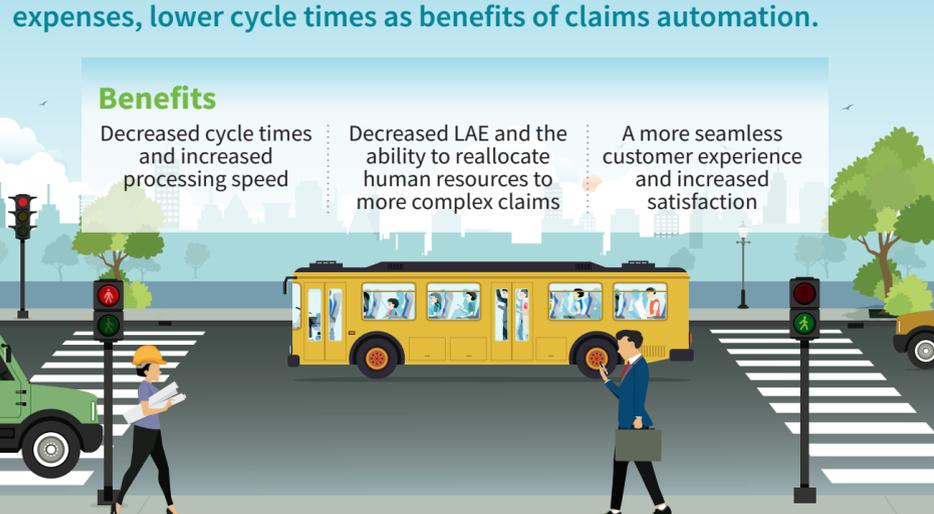
Respondents expect the use of self-service options will increase over the next 5 years, driven initially by tech-savvy millennials, but eventually adopted by others.



All respondents believe telematics data will be used in claims investigations within the next 5 years; most believe that data and analytics will be used to automate minor injury claims within the next 3 to 5 years.



Respondents expressed increased customer satisfaction, decreased expenses, lower cycle times as benefits of claims automation.



To download the Future of Claims: Touchless Claims whitepaper, visit lexisnexis.com/futureofclaims

