



TPA

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## OneShield Market Solutions: TPAs

A Claims solution designed for TPA's supporting multiple clients, accounts, and lines of business with automated workflows and rules

OneShield Software's TPA solution works the way you do: any time, anywhere. Based in the cloud, our fully functioning and configurable claims administration system includes account management, billing and time tracking, document management and detailed reporting and analysis.

From claims intake through to file closure, you can quickly and easily customize workflows, business rules, codes, tables, forms and documents to match your processes. For every engagement, you can set client-specific rules based on service level agreements for managing the number of claims handled, pricing, special notification requirements and unlimited other variables. Simply stated, you can automate the handling and auditing of all stages of the claim lifecycle.

At OneShield Software, we're technology experts with deep roots in the insurance industry. Our comprehensive portfolio of cloud-hosted business applications are tailored for insurance industry leaders looking to reduce expenses, improve efficiencies and optimize service delivery every step of the way.

Adaptable, integrated and secure, OneShield's TPA solution, offered in the cloud, puts an end to rising IT costs and anxiety and leaves you with more time to focus on business priorities like customer service, growth and innovation.

### "As-A-Service" (AAS)?

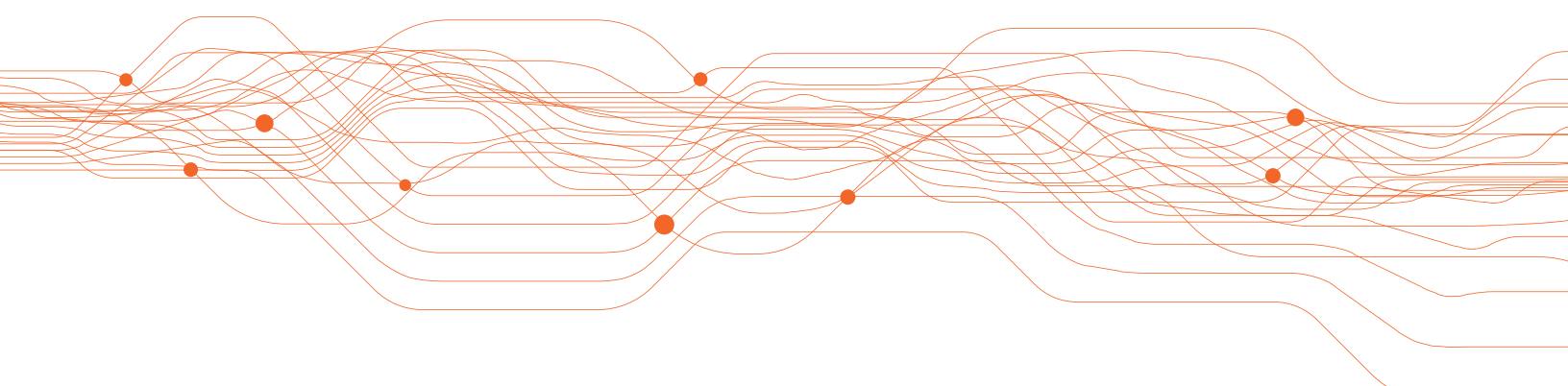
**Looking to add organizational agility, operational efficiencies, unlimited scalability, collaborative access, and flexibility to your business?**

Consider cloud-based "As-A-Service" technology: out-of-the-box integration frameworks and functionality, unlimited scalability, workflow automation, disaster recovery and failover protection, 24/7 technical support, and data security.

Working in the cloud with OneShield Software allows your business to be nimble, efficient and cost-effective — eliminating manual-based operations, enhancing speed-to-market, enriching analytics, and improving your bottom line.

AAS is why 95% of IT spending is expected to shift from in-house to the cloud by 2025, why 4 out of 5 carriers want to digitize core insurance operations, and why 66% of insurers are moving to the cloud to reduce overall cost of process delivery<sup>1</sup>.

<sup>1</sup> Source: HFS Research November 2015



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## Key Core System Features

OneShield empowers claims professionals to support multiple clients, accounts, and lines of business with a secure, cloud-hosted and configurable end-to-end claims administration solution designed specifically to meet the unique needs of Third Party Administrators (TPAs).




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### General Solution Features

- **Customer Center** provides a 360-degree view of customers, prospects, vendors, brokers and claimants, including collection of demographic data required (FEIN, NAICS, email, distribution and credentialing).
- **Standard Workflows** reflect the required data based on the line of business, presenting claim handlers with relevant information when it's needed. Features include financial transaction management and automated user authority limit validation.
- **Integrated Journal Management** includes one-time and recurring diary entries with automated escalation, system and user-created notes, correspondence generation from templates, regulatory forms and embedded email integration.
- **User Administration and Configuration Control Panel** features standard integration to third party applications, including financial and general ledger systems.
- **User Dashboard** provides a complete snapshot of appointments, daily activities, critical alerts, open workflow steps, and recently reported claims. Users also have quick access to all open claims, links to recently viewed claims, and direct access to action items, contacts, reports, financials, claim setup, search and administration.




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### Claims Management Features

Users can view all aspects of the claim lifecycle, including FROI, customer information, reserving, vendor/provider management, and payment/recovery processing — all on one screen. Other key elements include:

- **First Notice of Loss (FNOL)/First Report of Injury (FROI)**, including automated coverage validation at intake.
- **Custom Claim Adjudication** with embedded Rules and Workflow Engine.
- **Litigation Management, Medical Case Management and Return to Work (RTW) Tracking**
- **Assignment Administration (notification of work assignment to external parties)**
- **Claim Summary and Detail Screens**
- **Parties Related to the Claim Administration**
- **Subrogation/Salvage Component**
- **Time Tracking Component**
- **Loss Prevention Fully Integrated or Standalone Module**



## Financials and Business Process Management Features

OneShield uses automated workflows with client-defined rules to control results for each financial transaction entered into the system. Every transaction must pass standard business edits before it is accepted and processed. Otherwise, it is held for review and approval. Other features include:

- **Financial Summary** screen showing accumulated claim totals for reserves, paid-to-date, recoverables, recoveries and total incurred amounts for each loss and expense category.
- **Dynamic drill-down capability** from any total amount in the Summary section to its detailed transactions displayed in the Details section.
- **Support** for reserves, reserve changes, manual and computerized issuing of payments, capturing expected recoveries, recording receipts/refunds/recoveries, reserve history adjustments and scheduling of repetitive payments (with or without benefit calculations).
- **Automated user authority limit validation**
- Client-configurable **Reserve and Sub-reserve Categories**
- **Bulk Payments and Bulk Receipts**
- **Web portals** to provide and access role-appropriate information related to a claim, as well as a B2B Portal for business partners (repair shops, contractors, medical providers etc.) allowing access to and sharing of information and actions for supply chain partners.
- **Automated fraud scores and identification**



## Detailed Reporting

OneShield's feature-rich reporting module provides dashboards and a wide variety of standardized reports. The reporting module fully supports configuration of all management, financial, operational, statistical and marketing reports. It also has the ability to generate regulatory reporting as required by a customer or governing body.



## System Requirements

OneShield's cloud-based environment means technology requirements are simple. A secure URL and login algorithm gives users easy access, based on a security profile that defaults to their rights and privileges within the system.

OneShield's cloud platform is hosted in an SSAE-16

Type II certified data center, delivering 24/7/365 availability along with the peace of mind that your data is safe and secure. The hosted platform removes the expense of server hardware, supporting and maintaining networks, and database software.

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## Ready to Simplify Your Business? It Starts with a Conversation.

OneShield Software delivers core business software solutions to the global insurance and broader financial services industry, deployed in the cloud or on premise. Our portfolio of standalone, subscription, and cloud-based software products includes enterprise class policy management, billing, claims, rating, product configuration, business intelligence, and analytics solutions that leverage a tool-based open architecture and single data model platform to streamline your business. OneShield Software automates and simplifies the complexities of core systems with targeted solutions, seamless upgrades, collaborative implementations, and lower total cost of ownership.

With corporate headquarters in Marlborough, MA and offices in India, Canada, and Australia, OneShield, Inc. has a total of 46 products in production across the P&C and Life insurance markets.

Visit us at [OneShield.com](http://OneShield.com) or contact us now to learn how we can help simplify and transform your business.

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