



# Streamline claims processing to reduce costs while enhancing your customers' experience



## What if you could...

- Transform claims processing from a resource drain to a competitive differentiator?
- Enhance the customer experience with faster claims resolution?
- Reduce the cost and complexity of claims processing and management?
- Improve the consistency, transparency, and performance of claims workflows?
- Boost the productivity, efficiency, and customer responsiveness of claims staff?

## Claims processing challenges

Paper-intensive claims workflows are too costly, too slow, and too often have the potential for claims inconsistency, leakage, and fraud. HP offers a unique solution that transforms how documents are captured, handled, and created across the entire claims process.

## Automating the process

HP digitization solutions automate the flow of claims forms, correspondence, and support documents to reduce the time, expense, and risks associated with manual claims processing tasks.

Claims processing solution components include:

- **Document capture**—Capture and digitize your paper documents and store them in a document and records management system for immediate access to claims information.
- **Document creation**—Automatically create consistent, compliant claims correspondence as well as customized documents, such as policies, marketing materials, billing statements, invoices, and more.
- **Document and records management**—Integrate with popular document and records management platforms. These components

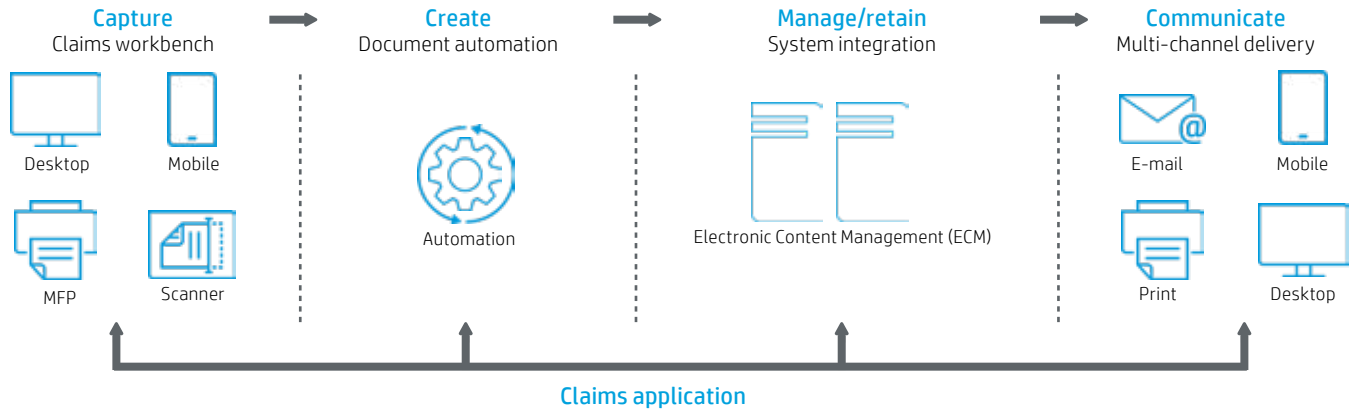
enable virtual claims folders so that claims staff and key applications can access claims documentation immediately—from virtually anywhere in the world.

- **Output management**—Deliver the appropriate document to any output device or application. Built-in tracking and control enhance security and compliance.

## HP at work around the world

When a major life insurance company needed to improve claims document handling and claims handler productivity, it turned to HP. HP helped simplify document infrastructure with a streamlined document capture and output solution that sharply reduced operational costs and improved the efficiency of claims staff. The transformation began by replacing its large, aging fleet with a balanced deployment of workflow-enabled HP multifunction printers (MFPs) and digital senders that allow staff to digitize claims paperwork. HP Managed Print Services (MPS) manages the device fleet for greater output quality and reliability, and provides print and output management tools to optimize performance and reduce cost. The insurer now sees significantly improved claims performance, processing times, and document availability.

## Claims transformation: automating the business process



### Why HP?

For decades, HP has been partnering with leading banking, financial services, and insurance organizations, supplying the technical expertise and business savvy required to help position these companies at the forefront of their industry. Industry analysts continue to rank HP as a leading provider of information technology and services to the financial services and insurance industries.

HP also provides a wide range of products and services that help our clients reach their goals, from mission-critical processing to best-in-class testing, monitoring, security, and analytics—along with the infrastructure that supports it.

We will take the time to understand your specific needs and create a plan to help optimize your fleet, ensure data and document security, and manage your evolving workplace.

### Get started

Contact your local HP representative to:

- Set up a workshop to assess your specific business needs.
- Establish a plan to implement the best solution for today and into the future.
- Identify an environmental approach that can help your organization save money.

### Learn more

[hp.com/go/fsiworkflow](http://hp.com/go/fsiworkflow)

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