

Life & Accident Claims Journeys & Micro-engagements™

First Notice of Injury/Illness

- Telephonic
- Email
- Online
- From:
 - Employee
 - Employer
 - Beneficiary
 - Doctor
 - Attorney

Claim Intake

- Acknowledgement
- Claim process FAQ
- Provider networks
- Authorization e-sign
- Upload
 - Medical report
 - Death certificate
- Wage/salary request
- Forms to employee/beneficiary
- Schedule call with claims adjuster/disability specialist

Claim Assessment

- Report requests
 - Medical
 - Death Certificate
- Wage/salary follow-up
- Forms reminders
- Approval with benefits explanation
- Direct deposit enrollment
- Return to work update to employer
- Schedule call with claims adjuster/disability specialist

Claim Management

- Payment alerts
- Current medical report requests
- Light duty inquiry
- Return to work reminder
- Return to work confirmation
- Schedule call with claims adjuster/disability specialist

