



CLAIMS

Xceedance Digital Claims TPA Platform

Claims organizations relying on legacy TPAs are constantly challenged to increase efficiency and productivity, reduce errors, and cut their operational costs.



With outdated and complicated systems, a lack of visibility, and unavailable insights, the claims management process can be overwhelming for all involved parties. The Digital Claims TPA platform from Xceedance leverages an intuitive, cloud-native claims management solution to help drive superior business outcomes and deliver a seamless policyholder experience.

With the Xceedance Digital Claims TPA platform, claims teams gain:

- ✓ Automated workflows and embedded communications modules to remove the burden of repetitive tasks, improve accuracy, reduce claims handling time, and let adjusters focus on helping policyholders.
- ✓ Advanced data modeling with prompts and next steps, allowing adjusters to focus on making smart decisions and providing leading-edge customer service.
- ✓ Immediate access to data and real-time insights to understand risks and spot opportunities to reduce operating expenses.

Adaptive technology

A SaaS-native platform with flexible APIs easily adapts to each user's workflow and integration requirements for a seamless fit with existing processes and endless scalability

Rapid deployment and onboarding

An out-of-the-box SaaS solution allows rapid installation and claims processing readiness within weeks. The simple and intuitive user interface allows adjuster onboarding within a few hours.

Functional KPIs

Managers get full visibility into the entire claims operation, including their team's performance.

The Solution

Xceedance Digital Claims TPA employs a data-driven Claims Management Solution (CMS) with embedded artificial intelligence (AI) and machine learning (ML) capabilities, to drive simple and smart claims processing for insurance carriers, TPAs, self-insurers, and insurtechs. The solution includes:

Communication features

In-system omnichannel communication automatically captures all communications and allows adjusters to make/receive voice and video calls, as well as send text messages and emails from within the platform

Decision making assistance

Data modeling and AI to recommend next steps and help make the appropriate decision on every claim

Seamless processing

Automated claims processing with integrated workflows, including reminders, adjuster assignments, and claims routing leads for faster claims processing

Case in Point

U.S. REGIONAL HOMEOWNERS CARRIER STRENGTHENS END-TO-END CLAIMS MANAGEMENT

Xceedance Digital Claims TPA delivers a seamless claim management experience, real-time operational visibility, and cost optimization.

- ▶ Customized and configured claims management system met the client's requirements within eight weeks (compared to traditional industry implementation timelines of 4-6 months).
- ▶ The solution managed more than 2,500 claims just in the first 2 months.
- ▶ Completed the complex transition of 180,000 claims and more than 2 million claim documents from the prior TPA system to the newly deployed system in 6 weeks (compared to the typical timeline of multiple years for claims data conversions).
- ▶ Achieved a five-day decrease in cycle time and reduced costs by 63 percent.
- ▶ Designed and implemented dashboards to significantly improve daily data visibility into vendor assignments and performance, KPIs, average severity, and other critical metrics.

Learn how Xceedance can help your organization navigate complex market challenges, manage rapidly-evolving policyholder expectations, boost regulatory compliance, and kickstart enterprise transformation. Ready to find your way forward? Reach out to us at contact@xceedance.com to get started.