



Claims

In a post covid world, life insurers are increasingly investing in technology which bring process automation and efficiencies to their operations. Most of the focus is currently on direct office claims systems, but of equal importance is your reinsurance operations, including reinsured claims.

Are you currently leveraging all processing and reporting capabilities of TAI's Claims Module? Claims are a key component of reinsurance operations; the TAI Claims Module can be used to help streamline this aspect of your business.

This tech corner article dives into more detail on how the TAI claims module can make your claims processing more efficient while also clarifying common misconceptions about the TAI Claims Module.

5 Ways to Make Your Claims Processing More Efficient Using TAI Claims Module:

1. **Internal tracking and reporting:** It enables better accuracy and up-to-date information, all stored in one place.
2. **Transaction logging:** It creates a permanent history of each claim as it progresses from initial notification through to collection, which is useful for auditing or research purposes.
3. **Produce claims accounting extracts:** Users can feed claims information directly into their General Ledger, eliminating the manual process.
4. **Direct interface to claims admin system:** It enables faster internal notification of claims, which means the claims process can be started sooner.
5. **Streamlined notices:** Reduces delays in payment due to faster and more accurate reporting to reinsurers.

Key Questions

Q: Can the module be used to process claims for reinsured living benefits?

A: Yes, the TAI Claims Module can be used to process living benefits, via the Living Benefits History (Figure A) and Living Benefits Maintenance Screen (Figure B). This can help improve operational



controls and efficiency by automating the recurring claims and pulling the information directly from the claims admin system.

The screenshot shows the TAI .NET interface for 'Living Benefits History'. The top navigation bar includes Admin, Reinsurance, History, Reports, Tables, Utilities, Claims, and Help. The user is logged in as 'TAI' with a processing date of '31-Mar-2016'. The main content area displays a grid of claims with columns for Occur, Paid From, Paid To, Date Reported, Claim Status, Claim Type, and Claim Amt. The grid contains four rows of data:

Occur	Paid From	Paid To	Date Reported	Claim Status	Claim Type	Claim Amt.
4	01-Apr-2016	01-May-2016	Jun-2016	Recovery Pending	LTC	-1,000.00
3	01-May-2016	01-Jun-2016	Jun-2016	Recovery Pending	LTC	500.00
2	01-Apr-2016	01-May-2016	Jun-2016	Recovery Pending	LTC	1,000.00
1	01-Mar-2016	01-Apr-2016	Jun-2016	Recovery Pending	LTC	1,000.00

Buttons for 'Add Claim' and 'Export to Excel' are visible on the right.

Figure A - Living Benefits History Screen in TAI .NET

The screenshot shows the TAI .NET interface for 'Living Benefits Claim Maintenance'. The top navigation bar includes Admin, Reinsurance, History, Reports, Tables, Utilities, Claims, and Help. The user is logged in as 'TAI' with a processing date of '31-Mar-2016'. The main content area is divided into several sections: 'Insured Information' (Name: JOHNSON, WILLIAM; DOB: 10-Sep-1959; Gender: Male), 'Policy' (Issued: 20-Oct-2009, Benefit: 175.00; Plan: LTC1, Retained Amt.: 75.00), 'Claim' (Claim Status: Recovery Pending, Claim Type: LTC, Amount: 1,000.00), and 'Reinsurance' (Reins, Treaty, Ceded, Benefit Amt, Interest, Exp Legal, Exp Other, Payment, Acct Dt, Reins. Type, Auto/Fac, Dur, Age, Class). A grid at the bottom shows transaction details with columns for Create Date, Src, Maint Date, and a date field. Buttons for 'Edit', 'Add Claim', and 'Reversal' are located on the right.

Figure B - Living Benefits Maintenance Screen in TAI .NET

Q: Can the module be used to administer accelerated benefits?

A: Yes, the TAI Claims Module can be used to administer accelerated benefits, which is performed in the screen below (Figure C). These types of products are becoming more prevalent in the industry and require unique handling based on reinsurance arrangements, which can be processed in the Claims module with a combination of existing functionality and custom modifications.



Admin Reinsurance History Reports Tables Utilities Claims Help

User: TAI LOG OFF Processing Date: 31-Mar-2016

Claims Summary

Related Links: [Claims History](#) | [Snapshot](#)

<< [Browse Back](#) [Browse Forward >>

Co: TAI • Pol: VHLF300002 Other Claims Records: 11 Claim Maint.

Primary Insured

Client ID: T-PWL500401-11 Death Date: 21-Dec-2007	Name: DAWSON Place:	MARK F DOB: 09-Nov-1957 Type: Accelerated Rescind:	Occ Code: \(Blank\)
Specific Cause: Secondary:			

Second Insured

Client ID: Name: DOB: Place:	Occ Code:
Death Date:	
Specific Cause: Secondary:	

Policy

Issue Date: 12-Jan-1998 Auto/Fac: Automatic Paid Date: Split Payment: Claim ID: Treaty Ref#: Face: ADB:	New Business Indiana Plan: Policy Dur: Contestable: 7 Other Expense: Interest Expense: Death Benefit: ADB Benefit: Total:	WHLF US Dollar 0.00 0.00 0.00 100,000.00 0.00 100,000.00
Res State: Treaty Ref#: Face: ADB:	100,000 Retained: 0 Retained:	20,000 0 0 0 0 100,000.00

Miscellaneous

Create Date: 01-Nov-2004 Data One: 0.00 Int Rates: 0.00 0.00	Maint Date: Data Two: Joint Type:
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Claim Detail

Export to Excel

Company	Treaty	Ceded	Life	ADB	Interest	Expense	Status	Collected Date
EE	EEOSUYA1	80,000	80,000	0	0.00	0.00	Billed	13-Aug-2007

Figure C - Administer Accelerated Benefits in TAI .NET

Q: Can critical illness claims be administered in the TAI Claims Module?

A: Yes, the module can be used to administer critical illness claims, and is performed in the following screen (Figure D).

Admin Reinsurance History Reports Tables Utilities Claims Help

User: TAI LOG OFF Processing Date: 31-Mar-2016

Claims Summary

Related Links: [Claims History](#) | [Snapshot](#)

<< [Browse Back](#) [Browse Forward >>](#)>> Cov: 01 Occur: 1 GO

Co: TAI • Pol: UNIVS50020 Other Claims Records: 11 Claim Maint.

Primary Insured

Client ID: T-UL500926-11 Death Date: 08-Sep-1956	Name: KLINGER Place: Work	ROBERT S DOB: 08-Sep-1956 Type: Critical Illness Rescind:	Occ Code: Blue Collar (Blank)
Specific Cause: Secondary:			

Policy

Issue Date: 18-Jan-1996 Auto/Fac: Automatic Paid Date: Split Payment: Claim ID: Treaty Ref#: Face: ADB:	New Business Alaska Plan: Policy Dur: Contestable: N Yes Other Expense: Interest Expense: Death Benefit: ADB Benefit: Total:	UL111 Canadian Dollars 0.00 0.00 0.00 350,000.00 0.00 350,000.00
Res State: Treaty Ref#: Face: ADB:	350,000 Retained: 0 Retained:	53,000 0 0 0 0 53,000.00

Miscellaneous

Create Date: 15-Oct-2003 Data One: 0.00 Int Rates: 0.00 0.00	Maint Date: 15-Oct-2003 Data Two: Joint Type: Single Life
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Claim Detail

Export to Excel

Company	Treaty	Ceded	Life	ADB	Interest	Expense	Status	Collected Date
EE	EEOSUYA1	74,250	74,250	0	0.00	0.00	Billed	
EE	EEOSUYA1	74,250	74,250	1	0.00	0.00	Outstanding	29-Nov-2007
GG	GGOSUYA1	74,250	74,250	0	0.00	0.00	Notified	
HH	HHOSUYA1	74,250	74,250	0	0.00	0.00	Notified	

Figure D - Claims Summary in TAI .NET

Q: Can TAI .NET pull claims data directly from a claims system?



A: Yes, the most efficient way to use the TAI Claims Module is to have the TAI support team set up a connection between your claims system and TAI so the data feeds directly into it. This eliminates the need to wait for manual data pulls, inherently speeding up the process.

Q: What is the Claims EDI Extract?

A: The Claims EDI Extract is a comprehensive data feed for both insurers and reinsurers. It helps streamline claims reporting by eliminating the need for paper notices, reducing the risk of missing data, improving data quality, and facilitating open and pending claim reconciliation.

Q: What is the Claims Reimbursement Extract?

A: The Claims Reimbursement Extract is an electronic recording of payments that automates and enhances the tracking of collected claims. It supports all types of claims, eliminates the claim payment screen, and helps improve timely reporting of payments.

Q: Is an upgrade required to gain access to Claims EDI Extract and Claims Reimbursement Extract?

A: No, an upgrade is not required to gain access. It is a small project and does not have a huge cost associated with it. They can be applied to either Mainframe or TAI .NET. If you have 3.4, you already have these enhancements on your system.