



teamthink Envoy for claims

Quality assurance reviews & insights made simple

Industry-leading QA software tailored for evolving insurance QA teams. Automate your QA with questionnaire builders, instant file selection and real-time results.

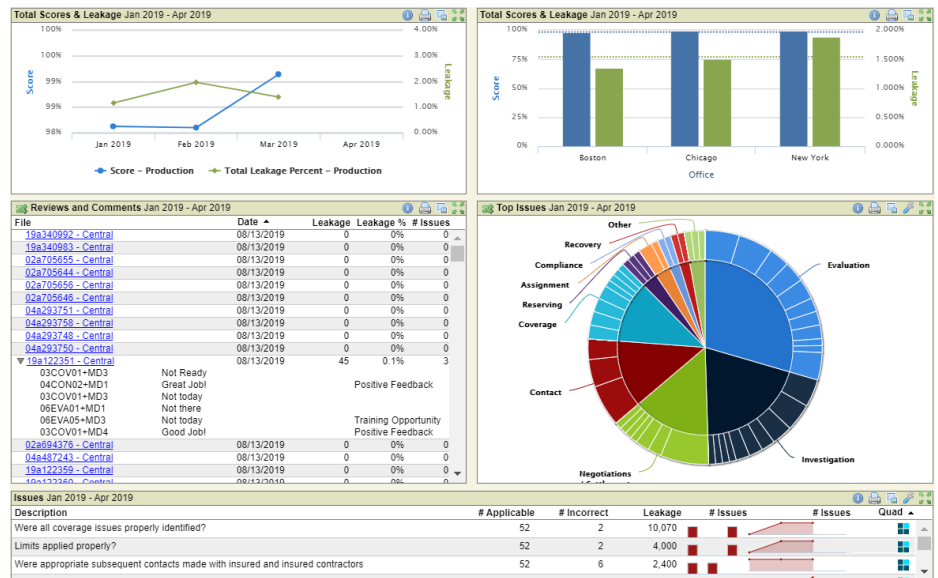
Claims integration | Configurable questionnaires | Powerful reporting

- **Automate** your current QA workflow by moving to a single online interface.
- **Integrate** policy data to review files directly within the interface.
- **Create** audits for each line of business using the questionnaire builder.
- **Choose** and assign audit files automatically using configurable selection criteria.
- **Prepopulate** questionnaire data fields for faster reviews and improved data integrity.
- **Produce** actionable insights and drill down to key data points with the interactive dashboard.
- **Identify** key trends by collecting, aggregating and analyzing QA data over time.
- **Export** reports to PDF (or Excel) to quickly share results with executives and teams.

Many small and mid-sized QA teams are still using spreadsheets and outdated internal software to manage monthly or quarterly file audits. **teamthink Envoy** was built to help insurers replace inefficient audit tools and take control of their QA programs. **teamthink Envoy** simplifies the QA process by offering claims file integration, configurable questionnaires and an interactive reporting dashboard in one simple interface. That means faster audits, better QA data and clearer insights to help drive company-wide performance improvements. Collect real-time claims quality data and aggregate your results over time.

The **Results Dashboard** displays quality scores, leakage, comments, individual file reports (IFRs) and a top issues pie chart — all with the ability to drill down through your organization hierarchy to view the results you need.

Click on any chart inside the dashboard to drill down and view granular QA results. Compare performance across employees, locations and dates to find actionable insights to help your organization's bottom line.





Take control of your QA program

Many insurers will never know how much money they're losing every year from performance gaps in their best-practices that impact payouts and customer service metrics.

teamthink Envoy empowers insurers with small and mid-sized QA teams to track many of the same metrics used by industry leaders, including quality scores, leakage and adherence to best practices.

Your complete view of claims quality

- Adherence to best practices
- Individual, team & company performance
- Quality scores, leakage & incorrect payments
- IFRs, top issues & root causes
- Reviewer comments & flags
- Long-term trends & insights

Better questionnaires

- Choose from stock questionnaires or customize for each line of business.
- Build and edit review forms right from the interface with no IT intervention.
- Collect rich data inside the forms, including root causes, comments and attachments.
- Incorporate company data fields into questionnaires, reviews & analytics

QA automation

- Complete reviews faster by prepopulating responses with file and user data.
- Calculate and visualize QA results automatically with an interactive dashboard.
- Assign files and reviewers instantly based on configurable selection criteria.

Powerful metrics & reporting

- View quality scores, root causes and more through an interactive dashboard.
- Download reports with key insights to share with executives and teams.
- Export results into Excel—including pre-configured pivots—for further analysis.

Data integration

- Upload your policy and file data for use throughout the review process.
- Choose and assign unbiased sample files using randomized or custom criteria.
- Prepopulate responses using policy data to streamline file reviews.

Intuitive interface

- Access your site from multiple locations with web-based logins.
- Collaborate, access and review with multiple users simultaneously.
- Manage your whole QA program from a single online interface.

teamthink is the market-leading insurance QA & performance improvement software

- **60k+** registered users across the globe rely on teamthink
- **150,000+** reviews and 30,000+ reports are run by clients every month
- **8MM+** quality reviews performed by teamthink since its release
- **52%** of the top 25 U.S. carriers by direct written premium trust teamthink
- **18 years** of experience delivering QA products and services to the nation's top carriers

Try teamthink Envoy for claims. To request a free demo, visit:
www.athenium.com/products/teamthink-envoy/