

Claims Signal

Platform for open claims quality



Predictive claims. Proactive alerts.

The Claims Signal platform is a proprietary, web-based claims quality tool that leverages Natural Language Processing (NLP) and Artificial Intelligence (AI) to analyze open claims data & notes. Claims Signal connects to your claims management system and continually mines open files for improvement opportunities and deviations from best practices. As problematic claims are found, Claims Signal delivers configurable alerts to managers so they can intervene before the claim is closed.

Analyze open claims

Configure alert triggers

Improve claims quality

The Claims Signal platform analyzes both structured and unstructured data across thousands of open claims to provide powerful insights and simple alerts your managers can act upon. This early intervention can significantly improve overall claims quality and outcomes, increasing customer satisfaction and reducing claims idemnity and expenses by 4-6%.

Monitor claims health

Claims Signal analyzes 100% of open claims to provide a full snapshot of claims health. Analyze trends across 30+ dimensions for clear insights on individual & departmental performance.

Reduce audit times

Claims Signal can reduce the time spent by supervisors in reviewing files on diary or performing closed file reviews (which represent 35%- 45% of a supervisor's time based on Aon's consulting data).

Mitigate claims leakage

Claims Signal can reduce leakage by 5-8% across all lines of business. The predictive analytics and automated alerts allow managers to provide corrective measures before a high-risk claim is closed.

Address high-risk claims before they close.

Claim #	Issue Priority	Line of Business	Alert Type	Adjuster	Supervisor	Open Date	Loss Date	Days Open	Exposure Type
97832	HIGH	PL AUTO	Claimant recorded statement missing	H. Granger	H. Potter	06/02/2020	06/01/2020	115	APD
56223	HIGH	PL AUTO	Claimant contact missing	M. Mouse	T. Bell	06/15/2020	06/04/2020	102	APD
74195	HIGH	CL AUTO	Claimant contact missing	C. de Vil	J. Cricket	06/12/2020	05/26/2020	105	APD
75031	HIGH	CL AUTO	Claimant contact missing	G. Weasley	R. Hagrid	06/12/2020	05/26/2020	105	ABI
22368	HIGH	CL AUTO	Claimant contact missing	C. Hook	B. Lightyear	06/15/2020	06/11/2020	102	ABI
55990	HIGH	PL AUTO	Claimant contact missing	D. Duck	S. White	07/02/2020	06/16/2020	85	APD

Learn more about Claims Signal or request a demo at: www.athenium.com/claims-signal

About Athenium Analytics

Athenium Analytics helps insurance carriers make faster, more informed decisions by enabling them to find new opportunities for growth, efficiency and continuous improvement. The company offers industry-leading InsurTech software that helps carriers drive quality, improve performance and write smarter business using predictive analytics and actionable insights. Learn more at: www.athenium.com

About Aon Inpoint Claims

Aon Inpoint Claims is the leading global management consulting firm focused exclusively on claims in the insurance and reinsurance industry. We work closely with our clients to identify realistic growth opportunities and improve operational effectiveness for their business. As a trusted advisor with unmatched experience in strategy, claims, and operations, we deliver credible and practical solutions to empower our clients' financial performance. Aon Inpoint works with experts from Aon's global network of more than 600 offices in 120 countries.