



Empower Your Claims Agents

To Meet Claims Quotas More Easily.

A Claims group typically spends 40-50% of their time on documentation. Your Adjusters need to record statements from witnesses, policy holders and injured parties all while on the road. Transcribing these statements and populating forms is a very tedious and time-consuming task. Proper documentation is essential to make key decisions and if and how fast claims can be handled. Let TranscriptionGear.Com help you streamline documentation by implementing one of our Gear™ speech solutions.

Create Documents 3 Times Faster

The document creation workflow should be integrated with existing electronic claims management systems because claims documentation inefficiencies are causing rapid cost escalation for insurance carriers of all types and sizes.

Digital dictation dramatically reduces the time it takes to complete documentation, speeding claims processing and saving agents several hours per work day. Field agents and adjusters can dictate documents three times faster than typing. They can use a digital voice recorder to capture notes in the field and then automatically download the audio files when they connect to their PC. It's a proven, effective way to increase agent productivity and satisfaction for improved customer service.

Digital Recording Supports Automation

Busy agents and field adjusters make several visits and calls a day. By using digital dictation, you can significantly speed up documentation turnaround times and automate repetitive processes because of the simple fact that people can talk faster than they can type. Since most agents spend a significant amount of time traveling from location to location, dictating notes anytime, anywhere with a handheld digital recorder while they are still fresh in their minds will result in more detailed claim reports.

Speeding Up Document Creation

After dictating field notes and returning to a laptop or desktop PC, the agent simply transfers the audio files from the recorder to his or her PC. Alternatively using a smartphone app for quick notes enables them to send the voice files right away via email for further processing. Dictate software will then automatically route the voice file to the transcription workflow or speech recognition engine. This saves time from manual reporting (handwritten notes) or typing the information into forms of a claims management system.

Improved Client Service

These productivity tools ensure that time spent on the road or off site does not mean even later nights at the office catching up on work. Agents can use in-vehicle and other formerly unproductive time to dictate notes, reports and other documents - safely and accurately. As a result, they are able to turnaround documents quickly for improved client service and increased focus on creating more thorough and accurate content for each report. Faster document turn around time also results in fewer claim disputes and increased, accurate billing.

"I didn't know much about digital recording, so I didn't really know what I was looking for. I was also concerned it would be difficult to learn a new system, but I had nothing to worry about. Our office equipment / IT partner asked me what we needed and recommended the right solution. There has been no disruption to our workflow, and it is much easier to manage and share recordings."

Steve Fasano // Owner Criterion Claims, Inc.

Empower Claims Agents To Meet Claims Quotas More Easily

The use of voice technology:

- ✓ Cuts documentation time by up to 50% so agents can complete more claims each day
- ✓ Increases mobile productivity by dictating into a digital voice recorder or smartphone app
- ✓ Speeds claims processing for improved customer service and better retention rates
- ✓ Curbs agent burnout by enabling faster completion of claims documentation

"I send in recordings from the road or my home and don't have to wait until I get back to the office. If one of our insurance carriers or an attorney wants to hear an interview, I can simply attach the voice file to an email - no more copying tapes."

Steve Fasano // Owner Criterion Claims, Inc.

Improve Report Quality

Replacing the frustrating process of typing with the ability to complete reports by voice encourages claims agents to capture more detail while in the field. Enabling agents to dictate notes while they are still fresh in their minds helps improve the quality and accuracy of the descriptive information within the reports.

Streamline The Claims Processing Workflow

Recording claims reports and documentation is three times faster than typing, saving each claims agent several hours per day - which doesn't even factor in the time savings of automating certain tasks within the process. As a result, claims are processed more quickly for improved customer service. Plus, adjusters are able to handle a higher volume of claims and do so with greater thoroughness and higher quality.

Increased Productivity On The Go

Enable claims adjusters and agents to be more productive on the go by dictating fields notes into a handheld digital recorder or smartphone. Agents can use in-vehicle and other formerly unproductive time to dictate notes, reports and other documents - safely and accurately. The solution will pay for itself often in as little as one year.

"We don't have the budget to invest in additional software and hardware."

The Philips solution is fully customizable and expandable. Start small, try it in a test pilot with only a few team members. Stay with your first choice or decide any time later on to expand - our software and hardware is modular and made exactly that way to fit any company size and any budget.

"Dictation and Voice Recording is new to us. Adjusters don't want to learn another new product."

We would recommend starting with a small pilot and a dedicated group in your company to test out all options. You would typically start with different hardware options for recording - a mobile recorder

or smartphone app - to transcription options including speech recognition. Customized setups will help each individual to mimic their current workflow using the support of voice technology. When voice technology is used in a daily workflow they will see and believe the benefits. Our support during the test period will also give them the option to ask any questions and tweak the system so it becomes a perfect fit for the company. Digital dictation is very intuitive and needs very little training - so the benefits will be seen immediately.

"We are concerned that it's add-on software that does not work with our specialized insurance claims systems."

Our workflow software is modular file based so no database is necessary. It can be easily integrated into many existing workflow systems and - if you plan to add speech recognition to your workflow - it will bridge the whole document creation process. We offer software and hardware development kits to ensure Philips products work in any IT environment as well as thin clients.

"I don't understand how this benefits my department and my reporting routine."

Creating voice files has various advantages. First they can be easily archived, filed and kept for years without quality loss for any review purposes. Having the ability to not only rely on handwritten notes that are typed into the claims management tool afterwards will increase the details in a report, therefore making the processing of claims faster. The more information is captured the easier it is to evaluate the case. Not spending so much time on typing also saves significant time in a day to process more claims.



PHILIPS

For more information, please feel free to contact one of our friendly and knowledgeable Product Specialists.

Toll-free: 888-834-2392
customerservice@transcriptiongear.com

TranscriptionGear.Com
The Dictation Superstore
www.TranscriptionGear.Com