



Insurance Claims

Processing Services

Win Over Customers with Process Excellence

www.invensis.net

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In the realm of insurance claims, efficient and accurate processing is paramount to ensure seamless operations and customer satisfaction. An efficient process helps to reduce claim settlement times, enhance operational efficiency, and minimize errors. Attaining these together helps in fostering positive relationships with policyholders. However, to attain this and stay consistent, you need to partner with an experienced insurance claims service provider.

We have wide experience in assisting our clients to streamline the entire claims journey. From verification and assessment to documentation and adjudication, our team follows industry best practices and advanced technologies to efficiently process claims. Our services are custom-made to meet the specific requirements of insurance providers, enabling them to enhance efficiency, minimize risks, and deliver superior claims experiences to their customers.



About Invensis

Invensis is a specialized service provider of Insurance Claims services. With over 22 years of experience, we have become a one-stop solution provider for end-to-end insurance claims processing needs. We are driven by a team of claims examiners, claims adjusters, and claims processors, who together review, analyze and

evaluate claims and ensure the appropriate settlement amount is disbursed to strike the dual need of both company and customer interest.

Our vast clientele comes from diverse industry sectors across the US, UK, Canada, Australia, France, Germany, Switzerland, Norway, and the Middle East.

Here's How We Streamline Insurance Claims Services for You

With our comprehensive support services, we aim to optimize every aspect of the claims process and deliver exceptional value to our clients. Our team of experts is well-versed in insurance claims management. They leverage industry best practices and advanced technologies to streamline the entire claims lifecycle.

From claims intake and processing to verification, adjudication, and settlement, we ensure that every step is executed efficiently and accurately. We automate repetitive tasks, employ intelligent data validation, and implement robust quality control measures to reduce processing times.

We combine all of these to enable faster reimbursement for policyholders and minimize administrative costs for our clients.

Another key aspect of our support service is resilience. Our support structure is designed to adapt to your changing needs. Whether you experience seasonal fluctuations, sudden spikes in claims volumes, or require additional support during peak periods, we scale our operations to match your requirements. We bank on our flexible staffing models, robust infrastructure, and efficient workflows to ensure there is no compromise on quality or efficiency.



How We Position You For Best Outcomes



Expert Financial Professionals

The quality of your team determines the quality of claims processing solutions. Therefore, we dedicate claims examiners, claims adjusters, claims processors, customer service agents, claims managers, and others with experience in domain-specific insurance claims processing.



ISO Certified Quality

An ISO-certified team gives you peace of mind. We are an ISO 9001: 2015 certified company and commit ourselves to implementing ethical and compliant practices for your insurance claims processing needs.



ISO Certified Security

Your client data has to be in safe hands. We are an ISO 27001:2013 company and deploy the latest security applications and robust validation systems to secure your data from external and internal breaches.



Application Driven Process

An application-driven insurance claims process removes complexities in processing claims. We bank on applications such as ClaimsPro, ClaimSwift, InsureClaim, ClaimsEase, ClaimTrack, ClaimFlow, SpeedyClaims, etc., to streamline processes.



Quality Control

The standards of insurance claims processing are determined largely by its quality. We guarantee quality with the help of well-defined processes, expert professionals, and the latest application and automated tools.



Global Best Practices

We adhere to industry-leading best practices, such as standardized procedures, accurate data entry, and strict quality control, to provide efficient and reliable claims processing services to our clients.



Advanced Technology

We leverage advanced technologies like Digital Dashboards for customized views, Cloud Computing for collaborative space, and AI & OCR for accurate and fast insurance data extraction and validation.

Our Strategic Insurance Claims Processing Services

Making the Data Accurate

Accurately entering data is vital in managing and processing various claims within your business. It involves entering and organizing information related to claims filed by customers, clients, or stakeholders. So we implement automated data entry followed by a double-check to ensure accuracy.

Claims Data Entry

- Receiving claims
- Scanning or digitizing claims
- Capturing data
- Verifying accuracy
- Entering data
- Maintaining records

We Help You To Be Precise

- Accurate Data Capture and Verification
- Implement Data Entry Guidelines
- Utilize Automation for Faster Processing
- Regular Data Quality Audits
- Maintain Complete Claim Records

Navigating the Process

Navigating the complexities of claim processing can be time-consuming and overwhelming. So, we efficiently manage every aspect of your insurance claims, ensuring accurate verification, fair assessment, and seamless payment processing.

Insurance Processing

- Claim submission
- Claim verification
- Claim assessment
- Payment processing

We Simplify the Process for You

- Automate Policy Underwriting
- Ensure Timely Claims Processing
- Regular Policy Review and Updates
- Maintain Accurate Insurance Records



Prioritizing Customer Satisfaction

Accurately identifying and assessing your customer requirements is vital. Additionally, you need to deliver support and follow up on the claims process. We assist you by providing exceptional customer assistance, ensuring the needs are met promptly and efficiently.

Customer service process management

- Customer requirement Identification
- Requirement assessment
- Customer Assistance
- Monitor and Follow-Up
- Document & Record

We Keep Your Standards High

- Effective Communication Channels
- Training and Skill Development
- Maintaining KPIs
- Regular Customer Feedback Evaluation

Objectives of Our Insurance Claims Processing Services

- Reduce Claim Processing Time
- Ensure Maximum Reimbursement
- Accurate Assessment
- Compliance with Policy Limits
- Provide Transparent Claims Tracking
- Supporting Customers 24x7

Our Insurance Claims Processing Service Traits

Efficiency – Streamlined & Quick

Accuracy – Precise & Error-free

Responsiveness – Prompt & Attentive

Security – Safe & Confidential

Customer-centric – Focused & Empathetic



Emphasizing Quality Assurance

Mistakes can be costly in the realm of insurance claims processing. To minimize errors, we employ robust quality assurance measures. Our team follows a comprehensive system of checks and balances, employing cutting-edge technology and advanced algorithms to validate data, perform thorough calculations, and identify any potential red flags. By prioritizing quality at every step, we strive to uphold the highest standards in claims processing.

How do We Ensure Quality

- Implement rigorous checks for process integrity
- Employ advanced technology to validate data
- Conduct thorough calculations to minimize errors
- Identify potential red flags early on
- Uphold the highest standards through quality assurance

Why Invensis?

At Invensis, we understand the critical role efficient and accurate insurance claims processing plays. Our expertise in insurance claims processing goes beyond simply handling claims; we strive to provide comprehensive solutions that drive operational excellence and customer satisfaction. We strive to provide personalized attention and support to your customers, keeping them informed and updated at every step. Further, our proactive planning prevents potential issues from escalating into major crises.

What Makes Us Different?

- Streamlined Workflows
- Effortless Claim Management
- Customized Solutions
- Expertise-driven Approach
- Timely and Accurate Reporting
- Dedicated Customer Support
- Anticipating Client Needs
- Compliance and Regulatory Expertise





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About Invensis:

Invensis is an ISO 27001:2013 & ISO 9001:2015 certified IT, Business Consulting, and Outsourcing Services headquartered in Bangalore. The company was set up in 2000 to build and sustain business relationships with competence, integrity, and dependability. During this span of 22 years, we have served over 1000 global clients supporting them across diverse domains, including custom brokerage, finance, accounting, factoring, insurance claims processing, risk reinsurance management, data analytics, etc. In 2015, Gartner recognized us as a Global Vendor for Freight Payment Solutions. Today, we are driven by over 5000 skilled professionals ably supported by modern-day infrastructure and highly advanced & secure VPN technology.

Contact Invensis:

Email us: sales@invensis.net

USA

Invensis Inc.,
2785 Rockbrook
Dr STE 204 Lewisville,
TX 75067 USA

INDIA

Invensis Technologies,
#1321, Sarakki Extension,
100 Feet Ring Rd, Marenahalli,
2nd phase J.P. Nagar, Bengaluru,
Karnataka 560078

Invensis snapshot:

- 22+ years of experience
- 12+ service verticals
- 5000+ trained professionals
- ISO 27001:2013 & ISO 9001:2015 certified
- Multiple delivery centers
- 1000+ clients served around the world

Reach us 24/7

-  USA +1-302-261-9036
-  AUS +61-3-8820-5183
-  IND +91-80-2657-2306
-  IND +91-80-2659-5899
-  UK +44-203-411-0183

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