Claims Fast-tracking

A Flexible and Efficient Solution for Paperless Claims Processing

Implementing Claims Fast-tracking on your website streamlines claims approvals and payments to unclaimed property owners by eliminating manual review.

Our claims fast-tracking solution automates the process of initiating, validating and approving claims in accordance with criteria you establish. We offer several levels of paperless claims validation and verification using claimant data obtained during the online claims process. Approval requirements are established by your procedures, so you can have confidence in the process. Full integration of the online Claims Fast-tracking process with UPS2000 is a powerful tool to integrate and track all claim information and provides a full audit trail. Claimants get their responses faster and you can process more claims, all with peace of mind that the rightful owner is being paid.

Flexible and Customized Solution

Our Claims Fast-tracking solution utilizes one or a combination of the methods listed below. Fast-tracking can be implemented in phases in order to develop comfort with the process and the criteria can be modified as comfort increases.

Website - a claim initiated on a program's website that meets state-selected criteria can be processed and paid systematically. The state selects a dollar threshold and if all criteria are met (e.g., the claimant's social security number and name match), a check can be issued without a claim package. All data and claim information are uploaded to UPS2000 to provide an audit trail.

Matching and Verification - a matching and verification of social security number, name and address is performed to verify the claimant's identity through information provided by the claimant when initiating a claim. The verification is performed systematically and will not be apparent to the claimant. Claims that do not pass this step will go through the standard manual process.

Authentication – the claimant's identity can be further validated ensuring a higher level of confidence that the rightful owner is being paid. The claimant's identity as the owner is authenticated through knowledge-based processing using a series of out-of-wallet questions that someone other than the owner would not know. This authentication process is utilized for claims with a higher value that still meet fast-tracking criteria.

UPS2000 – claimants that qualify and pass the program's approval criteria receive a customized message on the website. All of the matching, verification and authentication data will be included in a file that is transmitted and uploaded to UPS2000 to be maintained as an audit trail in the claim record. Claims that pass the required criteria are approved and sent directly to settlement for a check to be issued to the owner. Data is additionally maintained for claims that do not pass the criteria so that a claims processor can utilize the information during the manual review process.