

## Injury and Loss Reporting Solution

In claims handling, the importance of the initial notification of an injury or loss can never be underestimated. Regardless of where an accident, injury or incident takes place, an effective risk management response hinges on timely reporting and the receipt of complete and accurate information.

Conduent's solution for first report of injury (FROI) and first notice of loss (FNOL) is technology-driven to enable an active response with the goal of reducing your exposure to loss.

### **Shorten the time between claim report and adjuster's first touch**

The Conduent Injury and Loss Reporting Solution is an omnichannel solution that enables fast, complete reporting of multiple claims types, including workers compensation, auto, property and general liability. You no longer need a separate reporting application for each industry business line, as our solution aggregates information on a single platform.

The solution offers multichannel transmission, enabling comprehensive details and reporting data to be submitted by phone, fax, email or online. Supporting documents, such as electronic files that are needed to work the claim, can be submitted by email or uploaded online. Multiple file formats are supported, which makes sharing photos and videos easy.

To answer questions, provide guidance or simply to help you get the most out of this solution, our customer support specialists are available 24/7/365.

### **Integrate with injury triage to improve claim outcomes**

When an accident occurs, immediate access to expert medical advice is important to achieving a good outcome.

The Conduent Injury and Loss Reporting Solution can be optionally integrated with our 24-hour Nurse First Response injury triage hotline. Registered nurses, trained in telephonic triage and supported by clinical decision-support technology, provide early assessment to direct the injured person to the appropriate level of care.



## Benefits

### **Consolidate multiple lines of business on a single platform**

Conduent's solution supports multiple types of notice of loss without repetitive data entry or questions. For example, first report of injury information needed for a workers compensation claim will be gathered at the same time as information for the first notice of loss for the auto claim.

### **Direct claimants to preferred providers and vendors**

Drive customer satisfaction and savings. With our solution, you can integrate your preferred medical providers as well as approved vendors for services such as towing, medical transport and glass repair, for easy look-ups and referrals.

### **Tailor your program to increase value**

A flexible application architecture allows you to customize intake questions and configure information workflows to your specific needs.

### **Improve visibility through integration and real-time data access**

Benefit from seamless integration with leading claims and risk management systems, in addition to proprietary data exchange technology that provides real-time access to first notice of loss data.

### **Unlock intelligence to drive better service and outcomes**

Gathering and analyzing the right data at the outset allows you to influence the trajectory of a claim. With our solution, you can download data elements to your dedicated web portal and glean important insights. Use your tools or those we have provided from the Microsoft® Business Intelligence (BI) stack.

