

Collaborative partnership brings lasting benefits for Athens Administrators

"It's enabled us to become more efficient with our claim intake process. If we don't get a claim through ClaimCompass, we have to set the claim up manually. This typically takes around four-to-five times longer. Today, enough claims are being reported using the ClaimCompass portal that we're able to significantly reduce the resources needed for claim intake and allocate those resources to other areas of the company."

Emily Kephart

Claims Operations Manager, Athens Administrators

At-A-Glance

Company

Privately held, California-based company with approximately 280 employees. Provider of workers' compensation claims management, integrated managed care solutions, property and casualty services, and Program Business services

Challenge

Before connecting with Claimwire, Athens Administrators began testing a different claim intake portal. Feedback from client and internal stakeholders showed that the portal was too difficult to use. This, combined with a lack of options for configuring the portal on a client-by-client basis, led to the search for a better solution

Solutions

ClaimCompass – Claimwire's front-end solution for reporting & submitting First Report of Injury

Results

Clients use ClaimCompass to enter claim details via a web-based claim portal that is easy-to-use and can be tailored to meet client-specific requests. Client adoption has contributed to improved data quality and increased efficiency in the claim intake process, allowing for allocation of resources to other areas of the company



Founded in 1976, Athens Administrators is a privately held, California-based company that specializes in workers' compensation claims management, integrated managed care services, property and casualty management, and Program Business solutions.

Over the past decade, Athens has seen close to 100% growth in its workers' compensation claims handling business. While the company has recently seen a significant amount of growth in its handling of Auto and GL lines, workers' compensation handling and managed care services currently make up approximately 75% of the company's business.

As part of the company's expansion of its property and casualty business, Athens Administrators has recently opened offices in Florida and New York.

Looking to transform the intake process

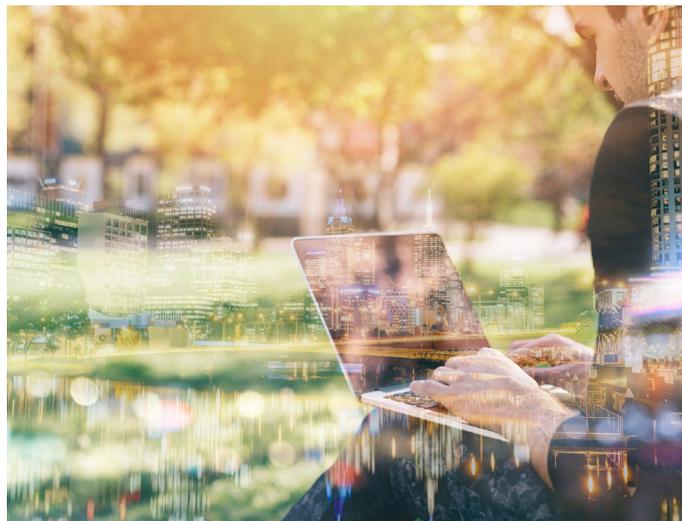
In 2013, following the successful implementation of a new claims management system, the Claims Operations team at Athens Administrators looked to transform the claim intake process. Their approach? The introduction of an online portal that clients could use to report claim details.

According to Emily Kephart, Claims Operations Manager at Athens Administrators, providing access to a claim portal was primarily seen as a way to better support clients and their employees.

"We wanted to make it easier, on the front end, for a client to get the information they have to us," says Kephart, "so that we can triage it quickly and get injured workers the help they need."

The team also saw the potential for a portal to streamline the process on their side. At the time, clients sent information to Athens via phone, fax, and, in some cases, mail. As a result, not only were claim specialists responsible for keying the data provided into the system, they often also had to spend time trying to track down incomplete claim details.

"We were missing data, and things were coming in to us in different ways. We needed a way to help make things more consistent," says Kephart, who adds, "Though we knew claims would continue to be sent as before, as we brought new clients on board, we wanted to roll this option out as the way to enter claims."



A more intuitive and customizable solution

A brief trial revealed that the new claim portal was not the solution Athens Administrators was looking for. Feedback from clients and members of the sales team made it clear the portal was too difficult to use.

"We needed something that would interface with the new claims system to make it easier for our clients," says Kephart. "We wanted to make it easier for our sales team to demo and show prospective clients, 'This is how easy it is to enter a claim.'"

In addition to a portal that provided a much better user experience, Athens also needed a solution that could be easily configured to accommodate specific requests from existing and future clients.

"As a TPA, we know that what clients want is personalized service," says Kephart. "We work very hard to meet these expectations. We're always looking for ways to make our service unique. And so, we set out to find something that would satisfy us by working for our customers."

Scalable and configurable

Linda Slaughter—at the time, the company's Chief Claims Officer—initiated a dialog with Claimwire founder and CEO Steve Schmutz. He was soon brought in for a demonstration of ClaimCompass, a web-based tool developed for the reporting and submission of First Report of Injury details.



According to Kephart, it was almost immediately evident that this was the solution she and Slaughter were looking for. "When Steve came in and showed us what ClaimCompass was and what it could do," says Kephart, "my thought was, 'That's it!'"

Right off the bat, Claimwire met two critical requirements:

- Designed to work with any claims management or risk management system, ClaimCompass would work in conjunction with Athens' new system
- The configurability of ClaimCompass would allow the system to be customized on a client-to-client basis

While there were some items not yet available in ClaimCompass, Schmutz and the Claimwire team were up for the challenge. "There was quite a bit of collaboration. Athens asked for some things that we didn't do yet," recalls Schmutz. "We worked together closely to define the process."

Refining the claim portal through a collaborative partnership

The relationship between the Athens Administrators and Claimwire, which started out on strong footing, grew quickly into a collaborative partnership. The two teams began by working together to, among other items, map the flow of data, test a secure data bridge that passes data from ClaimCompass to Athens' claims management system, and create trigger events that spur notifications sent to Athens intake specialists.

After making the system available to users, Claimwire continued to make adjustments based on user input

relayed by the team at Athens. "Steve, Cade Lubeck, and the Claimwire team were extremely helpful," says Kephart. "They listened and, based on our clients' feedback, made additional, small changes that improved the experience."

Schmutz relates that the project also provided the impetus for making ClaimCompass even better. "Athens' input spurred development," he says. "We were able to add some really nice features based on their suggestions."

Results & Benefits

Usability

For Athens, the most important measure of success when evaluating the claim portal is the user experience of their clients. "The portal is very intuitive," says Kephart. "It makes it easy for our clients to get the information they have to us."

Gina Popejoy, a Claims Operations Specialist at Athens Administrators, works closely with the clients who use the portal on a day-in, day-out basis. She agrees with Kephart's assessment. Popejoy cites the speed with which information can be entered and a claim set up as something that users appreciate. "It's a fast system. Clients enter data and it's immediately there in the (claims management) system," says Popejoy. "The claim is set up within an hour."

Though reticent to demo the original version of the portal, members of the sales team are enthusiastic about the ClaimCompass portal. "The sales team loves it," says Kephart. "They go out and share it with prospective new clients and it's met positively."

Customization

A major selling point is the ability of Athens to tailor the portal to meet client requirements and requests. "Many of our clients come from a place where they had to fill out a paper form and fax it in," Kephart says. "Or, they had to enter data using a portal that wasn't intuitive. Clients like that we can customize the questions."

To ensure that a client's users only have access to data they are credentialed to view, and to facilitate customized distribution of reports and forms, Athens is able to define permissions around user roles and take into account client-specific hierarchies or organizational structures.

Efficiency

While Kephart points out that streamlining the process is still a “work in progress”, client use of the portal is showing positive results for the business. The partnership with ClaimCompass has improved Athen’s internal efficiency with regard to claim intake, which benefits everyone.

“When our clients choose to report claims through ClaimCompass, we can trust that their claims will get to us quickly and accurately,” Kephart states. “The claims get into the hands of the examiners with little delay. This allows us to quickly contact injured workers and clients and get everyone the information they need.”

The lasting benefits of partnership

For nearly four decades, Athens Administrators has focused on building collaborative partnerships with their clients to achieve successful outcomes. It’s an approach

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that also extends to their work with vendors, as evidenced by Kephart’s response when asked for her thoughts on what underlies the benefits Athens is able to deliver to their clients as a result of the team’s relationship with Claimwire.

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ABOUT CLAIMWIRE AND ORIGAMI RISK

With the world’s largest online library of more than 5,000 state workers’ compensation claim forms, Claimwire has fulfilled nearly 11.5 million individual form requests since it began operations in 2012. Additionally, Claimwire’s unique search engine provides access to more than 7,000 federal and state laws and regulations, and its online portal facilitates workers’ compensation claim reporting in all 50 states. In December 2016, Claimwire was acquired by Origami Risk.

Origami Risk provides intuitive web-based software that streamlines how risk, insurance, and claims data are collected, analyzed and shared—ultimately helping users to be more productive and manage the total cost of risk for their organizations or for their clients. The firm’s industry-leading Risk Management Information System (RMIS), Claims Management System, and Policy Management System offer speed, flexibility, automation, data import and export tools, claims management tools, analysis, and reporting tools.

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