blue vault®

Claims, Case, and Data Management System: An Absolute Necessity for Corporations, Insurance Carriers, and Law Firms

Accurate claims data — and a powerful system for capturing, storing, and reporting on that data — are key in resolving claims.

S takeholder groups in the claims management workflow who rely upon accurate claims data to successfully perform their work include corporations, insurance carriers, and law firms. Although all three of these entities manage claims and conduct interrelated work from unique perspectives, they focus on the same common goal: optimal claims resolution. Whether on behalf of businesses, policyholders, or clients, each stakeholder group must be able to efficiently gather, store, share, and report on accurate claims data. How data management systems are selected, implemented, and utilized for capturing, storing, and working with that data can make game-changing differences in claims management that ultimately affect productivity, efficiency, and profitability.

Choosing the Right System for Managing Claims and Case Data

A robust claims and case management system should function as an interactive tool that facilitates the optimal use of information and the collaborative work of parties in the claims workflow. The system should not only capture and store data in a claims information repository, but should also serve as a vehicle that allows for exchange and review of accurate and consistent information by varied users throughout the stakeholder groups. As a result, an optimal claims and case management system must be flexible enough to meet varied needs of the claims professionals using it.

To illustrate why a claims and case management system needs to be fluid and multidimensional, it is important to appreciate that each stakeholder group plays a different role in the claims workflow. Each group addresses its unique set of issues and responsibilities, but because all are working on the same substantive content, their work intersects and affects the overall outcomes of the claims. Therefore it is critical that all stakeholder groups – and the individual role players within each group – have access to the same high-quality claims data.

Claims and Case Management System Users

When choosing a claims and case management system, decisions makers with legal, IT, finance, and/or risk responsibilities should be aware of the various downstream claims professionals who will use the system. Potential system users within the various claims management stakeholder groups include:

- Corporate internal risk managers and their support teams
- Corporate management, in-house counsel, and general counsel
- Insurance carrier analysts, adjusters, managers, executives, and claims counsel
- Other insurance departments that support claims, such as fraud and investigative services
- All law firm staff – from administrative to senior partners – as well as downstream local and coordinating counsel

The reality is that the spectrum of performance of data management systems is wide. Many businesses use outdated and overmatched systems that are designed for individual use and offer little in the way of data sharing and collaboration. These static, siloed systems that fail to cater to all stakeholders frequently lead to poor strategic claims decisions that end up costing money in overpaid settlements, high verdicts, and future claims.

Key Features and Functions of a Comprehensive Claims, Case, and Data Management System

Ideally a claims, case, and data management system should promote efficiency, productivity, accuracy, and better case outcomes. With these goals in mind, there is an increasing need for systems to function more interactively as claims tools, rather than as one-dimensional data repositories. Understandably, traditional system models that only capture basic claims data cannot achieve these goals.

Many businesses continue to use outdated systems that have remained static in terms of usefulness and their ability to scale as case volumes and stakeholder increase. Making matters worse, companies with sub-par systems are often forced to add on ancillary "piggyback" systems to help them manage their claims and caseloads. These piggybacked systems act as mere bandages, at best, and can be costly to implement. Additionally, since the piggybacked add-ons are not native to the original system, many do not seamlessly or flawlessly integrate, which can create organizational challenges with such issues as user access and audits.

To serve as a true claims and case management tool, a data management system should at the very least support collaborative work amongst varied claims professionals. Other key capabilities that a comprehensive claims, case, and data management system should deliver include:

- Multiple-user access across the claims workflow
- 24/7 accessibility from any web-connected device
- Secure, real-time access to consistent, accurate, centralized, and searchable data
- Calendar for litigation related events
- Document repository for pleadings, medicals, and other information
- Enhanced document management with ability to share information amongst users
- Client-specific historical data regarding past exposures, settlements, verdicts, etc.
- Content library with relevant case law and other topical updates
- Historical and predictive reporting on:
  - Regional litigation wins and losses
  - Cost savings / Profit and loss margins
  - Insurance claims / Medicare interactions
  - Spending by downstream counsel and overall legal team productivity
- Ability to scale as claims and associated stakeholders increase

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Conclusion

Stakeholders involved in the claims management workflows of corporations, insurance carriers, and law firms need access to accurate, consistent data in to order to optimally, efficiently, and profitably resolve claims. To facilitate such data access, claims management leaders and decision makers should implement and utilize claims, case, and data management systems that meet today's business needs for collaboration, security, and scalability.

When choosing an optimal claims, case, and data management system, decision makers should consider all potential users of the system across all stakeholder groups. Furthermore, decisions makers should look for systems with proven features and functionality that support real-time data availability, 24/7 access, cloud-based hosting and delivery, configurable user privileges, comprehensive reporting, and proven security and scalability.

BlueVault Claims and Case Management System

BlueVault is **a complete and powerful claims and case management system that enables geographically dispersed claims professionals to access, share, update, and report on sensitive claims-related data**. Using BlueVault, any claims professional with appropriate user privileges can **access up-to-date, critical data – pleadings, medicals, court orders, plaintiff names and numbers, expert witness depositions, settlement figures and more – in seconds**. Providing access to electronic case files that mimic standard paper files, BlueVault makes any document entering the system instantly available.

Centralization of claims and case data breaks down silos enabling all approved personnel involved with a case to share relevant details. The **data centralization also promotes consistency among teams and provides secure, consolidated storage and backup**. What's more, top-level stakeholders (national counsel, general counsel, corporate managers, risk managers, etc.) as well as downstream stakeholders can **rely on BlueVault to provide accurate case analytics** based on case trends, claimants, representations, and related financial information.

The secure BlueVault platform is **built using modern technologies that scale completely** as claims, cases, and stakeholders increase. There's no software to purchase and install. Instead, the application and all customer data are **securely hosted in a private cloud** on servers owned and managed by BlueVault. System functionality is easily modified to meet customers' unique requirements, and it can be extended to a wide variety of litigated matters and is readily configurable for specific, standardized matter notation and firm-specific workflow processes.

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