

OASIS Medical Professional Liability

As emerging medical technologies and modern business practices have changed the way physicians provide care to patients, it has also changed the way their professional liability insurance carrier operates. In the era of tort reform and changing competitive landscapes, carriers must be flexible in their programs and practices, while also providing first rate service to insureds. Using dti's OASIS Professional Liability product suite, a complete and proven end-to-end insurance processing solution for medical professional liability insurance carriers, companies can exercise maximum agility and efficiency while providing high quality customer service.

OASIS Professional Liability is the only solution designed and developed specifically for the medical professional liability market. Our large and growing OASIS client base has experienced a multitude of benefits that include: significantly improved operational efficiencies, enhanced levels of customer service, and a technology solution that provides the flexibility and scalability required for future growth. Depending upon a client's preferences, OASIS Professional Liability is offered through a traditional software license or via an ASP delivery model. At dti, we support our quality product line with quality services. Our staff is made up of professionals from the fields of insurance, risk management, technology, and project management.

Unlike other lines of business, the goal of an insurance carrier is typically not to have the most Insureds/Risks (to own the biggest piece of the market share pie); rather, the profitable company will be adept at identifying and retaining the "good" risks. OASIS Professional Liability provides medical professional liability carriers with the tools necessary to gather data, synthesize findings, and then act on their business intelligence to improve the bottom line.

Key Challenges

OASIS Professional Liability addresses the challenges faced by medical professional liability insurance carriers:

- Necessity to more tightly manage underwriting practices (understand "bad" risk and refine future risk assessment procedures)
- Difficulty synthesizing information from multiple departments/systems to derive actionable business intelligence
- Lack of confidence in the accuracy and auditability of manual processes
- Uncoordinated litigation management resulting in imperfect physician defense efforts
- The need to quickly respond to market conditions by adopting changes to policy terms and conditions in the least time possible

The Solution

OASIS Professional Liability will support your business through the entire lifecycle, from policy quoting through claim resolution. The components that make up OASIS Professional Liability are available as a seamlessly integrated solution or as stand-alone optional modules. Modules include: Claims Management, Policy Management, Financial Management, Risk Management, Reinsurance Management, Advanced Workflow, Data Warehouse, Risk Analysis Management, Document Processing, Web Incident Reporting, Web Policyholder Services, and Web Application for Insurance.

Our clients have been able to achieve rapid entry into new markets and dramatic business growth (without a commensurate increase in staff) with the support of our software. Other clients say that the most important impact of OASIS Professional Liability has been better control of the litigation activity within their claims area. Others point to the high quality of data and the accuracy of rating as the principal benefits of OASIS Professional Liability. Whether the greatest perceived benefit of OASIS Professional Liability is increased productivity, greater management control, or higher quality of data, OASIS Professional Liability clients are becoming recognized for successful growth amidst the challenges of the current medical liability market.

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About Delphi Technology, Inc.

For more than 15 years, Delphi Technology has been a leading provider of technology solutions to the insurance and risk management industries. By leveraging its extensive industry knowledge and experience, Delphi Technology delivers a comprehensive range of innovative technology solutions for property and casualty insurers, third party administrators (TPAs), self-insureds, and risk retention groups (RRGs).

Delphi Technology's OASIS suite provides proven software applications to run core insurance operations including underwriting, billing, policy administration, claims management, financial management, risk assessment, and reinsurance. OASIS enables companies to optimize their business processes and respond to changing business needs resulting in reduced costs, increased operational efficiency, and improved business intelligence.

Delphi Technology's professional services staff of 150+ technical and insurance experts utilize a proven implementation methodology ensuring the transfer of necessary market and business expertise throughout the deployment process resulting in successful implementations that come in on schedule and on budget.

Headquartered in Boston, MA, Delphi Technology has sales, support and development offices throughout North America as well as in Shanghai, China.



Key Functionality

OASIS Professional Liability offers all of the functionality needed to administer professional liability insurance. Because it was created specifically for medical professional liability, its strengths include:

- **Policy Management** Online quoting through issuance, including Claims Made processing with Retroactive Date processing, Step Rating, Tail coverage (extended reporting endorsement), and "Mini-tail". As well as individuals and groups, OASIS Professional Liability supports hospital and institutional business.
- **Claims Management** Automatic coverage verification (including Claims Made coverages), associated claim linking/data sharing, extensive litigation management, automatic reinsurance calculation, automatic administration of deductible and SIR tracking, comprehensive limit checking (shared/combined/split), diary system, and Notes.
- **Customer Relationship Management** All OASIS Professional Liability subsystems are linked via the Central Information System, which links each customer to their individual policies, claims, billing information for quick, secure access to relevant information.
- **Workflow Automation** OASIS Professional Liability provides several workflow automation features, from triggered diary reminders to "touch free" automated underwriting - just configure the system per your business rules to free up your employees to perform more strategic functions.
- **Business Intelligence** The OASIS Data Warehouse stores OASIS Professional Liability data and can be integrated with other application data, such as employee data, medical data, or pre-existing legacy data. Over eighty standard reports are included, covering claims, policy, and financial data from which reporting needs can be met.

Business Benefits

Medical professional liability insurance carriers and risk retention groups can improve efficiency and productivity using OASIS Professional Liability. With increased capacity, carriers may choose to grow their business, increase intensity of underwriting or claim examination, expand risk management programs, or reduce expenses. Demonstrated benefits include:

- **Educated Risk Management through Better Business Intelligence** Having all information available for coordinated reporting facilitates risk management, reconciliation of books, actuarial work, program analysis, loss runs, refinement of future risk assessment procedures, enabling OASIS Professional Liability customers to make better business decisions.
- **Better Data Controls for Transparency/Auditability** Online audit tracking and available workflow automation ensure procedures are followed and traceable, such as required for Sarbanes-Oxley compliance.
- **Improved Customer Service** From enabling online credentialing and payment options, to the Expert Witness database for improved physician defense, to quick access to information for Customer Service Representatives – OASIS Professional Liability makes it easy to provide world-class customer service and retain customers.

Flexibility for Growth OASIS Professional Liability enables companies to modify rates, add states, and add products – quickly and without code development. The configurable architecture means your organization will never consider technical limitations to be a barrier when a growth opportunity presents itself.