

DELPHI MEDICAL PROFESSIONAL LIABILITY

KEY CHALLENGES

- The 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
- Need to quickly respond to market conditions by adopting changes to policy terms and conditions in the least time possible.

As emerging medical technologies and modern business practices change the way physicians provide care for patients, it also changes the way their medical professional liability carrier operates. In an era of the Patient Protection and Affordable Care Act (PPACA), tort reform, and changing competitive landscapes, carriers must be flexible in their programs and practices, while also continuing to provide first rate service to their insureds. Delphi Technology’s Medical Professional Liability product suite, a complete and proven end-to-end insurance processing solution for medical professional liability insurance carriers, enables companies to exercise maximum agility and efficiency while providing high quality customer service.

Unlike other lines of business, the goal of an insurance carrier is not to have the most insureds / risk; rather, the profitable company will be adept at identifying and retaining the “good” risks. Delphi Medical Professional Liability provides insurance carriers with the most advanced tools on the market today to gather data, synthesize findings, and then act on their business intelligence to improve the bottom line.

THE SOLUTION

Delphi Medical Professional Liability is the only solution designed and developed specifically for the medical professional liability market. Our Delphi customer 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.

Delphi Medical Professional Liability will support your business through the entire lifecycle, from policy quoting through claim resolution. The components that make up Delphi Medical Professional Liability are available as a seamlessly integrated solution or as stand-alone optional modules. Modules include eApplication, PolicyHolder Services, Incident Management, Policy Management, Financial Management, Claims Management, Risk Management, Reinsurance, Reporting and Analytics, Advanced Business Analytics, and Predictive Analytics.

For more than 25 years, Delphi Technology has been the recognized leader in providing business software solutions to the healthcare professional liability industry. Delphi delivers a comprehensive range of proven software solutions including underwriting, policy management, claims management, financial management, business intelligence, and predictive analytics.

Leveraging a highly flexible technology platform, Delphi enables companies to streamline their operations, optimize their business processes, and respond to changing business needs resulting in reduced costs, increased operational efficiency, and improved business intelligence.

Delphi Technology utilizes a proven implementation methodology ensuring the transfer of critical technical, business, and market expertise throughout the deployment process resulting in successful implementations that come in on schedule and on budget.

Headquartered in Boston, MA, Delphi Technology has offices throughout North America and in Shanghai, China.

KEY FUNCTIONALITY

- **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, Delphi Medical 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 Delphi Medical Professional Liability subsystems are connected 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** Delphi Medical 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** Delphi Warehouse and Reporting stores Delphi Medical 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

- **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 Delphi Medical 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 -- Delphi Medical Professional Liability makes it easy to provide world-class customer service and retain customers.
- **Flexibility for Growth** Delphi Medical 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.