DELPHI TECHNOLOGY

KEY CHALLENGES

- Effectively managing risk and understanding exposure
- Using data to apply sound policy management across facility, department, specialty, and provider
- Automating business processes from end-to-end using best business practices and flexibility to adapt to new conditions

DELPHI WORKERS' COMPENSATION

Given the current economic environment, the workers' compensation industry is at a crossroads. Financial reports indicate that, although companies are beginning to recover from the recession, hiring growth is still slow. This results in a stagnant market for workers' compensation premiums. However, hiring has increased in industries such as manufacturing and skilled labor. This results in a trade-off between increased premiums versus higher risk.

Newly-enacted regulations -- as well as expected regulatory changes -- are requiring insurance companies to provide more information at a granular level. And costs per claim are rising due to increased medical procedural costs and a greater reliance on prescription drugs, specifically narcotics. To be successful, insurance companies must adjust to and proactively manage this changing environment.

Delphi Technology, the industry leader in software solutions for insurance and risk management, has developed Delphi Workers' Compensation to help insurance companies, self-insured organizations, and Third Party Administrators (TPAs) navigate the changing workers' compensation environment. Delphi Workers' Compensation offers the ability to manage the entire lifecycle, from Policy Quoting to Claim Resolution. It provides a single, holistic view of policy and claim information, the ability to enforce best-practices, and the flexibility to adapt quickly and easily to new market conditions.

Delphi Workers' Compensation offers:

- A fully-integrated end-to-end workers' compensation solution
- Availability through a hosted delivery model and traditional software license
- Powerful Claims Management and Policy Administration
- Detailed regulatory reporting
- Rules-based workflow
- Adaptability to introduce new products

THE SOLUTION

With increased competition for workers' compensation premiums, Delphi Workers' Compensation offers you the business advantages to stay ahead of the market. Delphi Workers' Compensation provides you with end-to-end management of your workers' compensation claim and policy.

- Reduce administrative costs via straight-through processing of customer and policy data
- Track and report on out-of-work duration, medical costs, and rehabilitation efforts

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.

- Ensure regulatory compliance through pre-loaded NCCI and state-specific classification codes
- Maximize revenue by rapidly adjusting policy quoting based on fluctuating economic data
- Deliver superior customer service by enforcing best-practices through business rules implementation
- Allow customers and policy holders to access policy data via the Web
- Respond to regulatory requirements through detailed reporting dashboards, available in easily customizable reports

DELPHI COMPONENTS

Delphi Workers' Compensation features multiple modules -- Policy Management, Financial Management, Claims Management, Injury Management, Risk Management, Reporting and Analytics, Advanced Business Analytics, and Predictive Analytics -- available as a comprehensive solution or as individual components that give you power over your workers' compensation claims.

SOLUTION BENEFITS

Increase efficiency and effectiveness

- Integrated workflow management and rules-based processing minimizes user error and conforms to best practices
- Automated work assignment and workflow
- Reflexive questions to make faster underwriting decisions for new business
- Respond to changing market conditions by quickly and easily introducing new products

Improve financial management

- Tracking of ongoing indemnity (wage replacement) and medical costs
- Outcome-based case management focused on employee's health and productivity
- Standardized reporting provides at-a-glance view of open claims
- Fraud detection rules identify potential fraud based on claims data and external data sources

Enhance customer service

- Client portal gives users insight into policy and claims information
- Clear and documented communication between all parties, including agencies, insurance companies, providers, customers, and regulatory agencies
- Rules-based workflows encapsulate workers' compensation expertise

EXPERIENCE IS THE KEY

Delphi Workers' Compensation is the only software solution that offers you seamless integration of claim, policy, finance, and risk management core systems. With more than 20 years of proven delivery experience, Delphi Technology is the only software partner that you can confidently trust to deliver a comprehensive and powerful tool to improve your business and help you succeed.