

AGO's Claims Tracking System on the Web (CTWeb)



To make it in the big city you need a claims system that's got you covered from the streets to the suites.

Processing claims has changed with the bombardment of natural disasters, serving a larger book of business and answering to insureds who are without a home and/or automobile. The reputation of your company is put at stake and your claims system influences the perception of your company as a whole.

The right system will leverage each loss into a positive and effective testimonial on the great efficiency of your company. That kind of system supports the entire lifecycle of a claim swiftly and completely while providing all the resources to do the job professionally.

Word on the street is that AGO's Claims Tracking System on the Web (CTWeb) has the goods to deliver.

With CTWeb closed claim payments can be immediately executed without being detained in a time cycled spool. No need to manually verify coverage anymore. CTWeb will show you the policy record as it was on the date of loss. Enter an individual payment or structure recurring payments by paper check, EFT or debit-card account. Looking for subrogation? Deductible recovery? At your service with CTWeb. This sophisticated system will also interface with your Business Intelligence System.

AGO's Claims Tracking System on the Web (CTWeb) is a comprehensive browser-based program designed to make claims processing easier, and more efficient. The system has two major functions - claims processing and tracking - and allows the user to "flow through" the stages of the process from entering claims to issuing checks to claim closing. CTWeb can be used stand-alone or as part of a complete AGO insurance platform or integrated with your current In-house or third party software.



000000152
Loss
Policy
Claimants
Morris
Coverage
Diary
Remarks
Correspondence
History

Claim #: BA 10 - 000000152
Loss Date: May 10, 2012

Transaction History

Claimant	Date	Coverage	Amount	Trx Type	Action Type	Check#	Payee	User
Melanie Morris	05/29/2013	CSL Liability (Policy) - Bil	1,799.00	Loss	Payment	000001047	Morristown Memorial Hospital	AGOUSER
Melanie Morris	05/13/2013	CSL Liability (Policy) - P/D	600.00	Expense	Reserve			AGOUSER
Melanie Morris	05/13/2013	CSL Liability (Policy) - P/D	10,000.00	Loss	Reserve			AGOUSER
Melanie Morris	05/10/2013	Collision (Vehicle 1) - PH/DM	45.99	Expense	Payment	000001230	Ureckum Ifxum Auto Repair	AGOUSER
Melanie Morris	05/10/2013	Collision (Vehicle 1) - PH/DM	3,578.90	Loss	Payment	000001229	Test 2652-267 PA Standard...	AGOUSER

Melanie Mo Payment Details

Claimant: Melanie, Melanie	Coverage: CSL Liability (Policy) - Bil	Reserve Type: LOSS	Status: PAID
Submitted Amount: 1799.00	Deductible Applied:	Net Paid: 1799.00	Pay Date: Nov 21, 2012
Comment:			Inv/Acct #:

Bill Details

Charged	Paid	Diagnosis	Procedure	Units	Service Loc.	Network	From	To	# Days
710.00	710.00	M84374A	28450	1	21	N	11/21/2012	11/21/2012	
589.00	589.00	M84374A	73830	1	21	N	11/21/2012	11/21/2012	
500.00	500.00	M84374A	28555	1	21	N	11/21/2012	11/21/2012	

Payee	Addressee
Morristown Memorial Hospital	Morristown Memorial Hospital 1277 Madison Avenue Morristown, NJ 07960

Claims Processing

- Claim Entry/Updates
- Policy Verification Interface
- Reserve Setup and Modification
- Automatic Check Writing
- Manual Check Recording
- Schedule Recurring Payments
- Expected Recoverables Monitoring
- Customizable Claim Search Field
- Claim Closing – One Touch
- Reinsurance Monitoring
- Accounting Interface (optional)
- Statistical Coding Interface (optional)

Claims Tracking

- Claims Register
- Claims Control Total
- Expected/Overdue Recoverables
- Closings Due
- Recoverables Inactivity
- Claims Inactivity
- Daily Diary
- Monthly Statistics
- Loss Run By Agent, Month or Policy

Operational Benefits

- Automatic Alerts to Adjuster or Manager through system monitoring of customizable claim conditions
- Verifies policy coverage date against date of loss
- Enforces policy coverage limits
- Recovers policy deductibles – allows deduction from check or bill back to insured
- Integrated tool to generate correspondence with merged claim data
- Supports user defined custom reports
- Easily attach any type of supporting file to a claim
- System security is maintained at the function and user level