



GRAPHIC SCIENCES

**YOUR PARTNER IN DOCUMENT
AND INFORMATION MANAGEMENT**

Insurance Claim Information Goes Digital With Positive Results

INDUSTRY

Insurance

COMPANY

Kenrick Corporation
Auburn Hills, MI



Kenrick Corporation specializes in providing insurance and related services to governmental agencies of all sizes throughout Michigan, Ohio, Indiana, and Wisconsin. Midwest Claims Service is the subsidiary company of Kenrick Corporation that provides the claims service for Kenrick's clients.

Both companies were storing their policy and claims file in warehouse conditions, with no backup copies. Paper files were being kept for the life of the policy plus ten years, a practice that was consuming valuable floor space. In addition, Kenrick's claims handling process was both labor-intensive and time-consuming. New claims were submitted and processed by field representatives in each state, then assigned to the proper agent at Kenrick's corporate office. The process of setting up a claim file required hand-piecing information together from both the field and the corporate offices. Because no payment could be made to beneficiaries until a claim was completed and approved, the company's customer response time was less than ideal.

THE CHALLENGE:

Kenrick recognized that they needed disaster recovery capability with backup file availability. They also required a user-friendly system for claim processing, with all claims centrally located and easily available throughout the process. Last, they needed to gain back floor space by reducing the volume of paper files.

THE APPROACH:

Graphic Sciences personnel met with Kenrick claims personnel to ensure that they thoroughly understood the issues and needs for claims processing and both short-term and long-term storage. To address all the requirements, an online digital system was chosen as the best possible solution.

THE SOLUTION:

GSI provided a new in-house document retrieval system for Kenrick that uses Legato software from EMC and scanning technology from Digitech.

The old claim records were scanned and indexed into the system so that they would be easily available for review or copies. For new claims, bar code technology was used to scan them into the system, allowing electronic files to be created with little human intervention. Real-time access to files was provided utilizing the company's current network infrastructure. Finally, to ensure that they had disaster recovery capability, a routine backup process was set up for data on the existing server.

THE BENEFITS:

With the implemented solution, Kenrick realized all the results they were looking and got additional benefits as well. First, they gained backup and disaster recovery capability for policy and claim information. They also gained real-time access to records, which reduced the cycle time for their claims processing. This real time access also improved response time to their end customers. By converting the old paper records to digital images, they reclaimed valuable floor space and ensured they would not require similar floor space going forward.

An additional benefit was getting a secured system, ensuring that only authorized individuals can look at confidential information. The productivity of field representatives and agents was increased, saving even more expense in the claim process. And last, they were able to reduce the cost and time needed to mail and ship claim files from one office to another.

About Graphic Sciences, Inc.

Graphic Sciences is your partner in document and information management. For more than a quarter of a century, GSI has helped organizations maximize efficiently by taking control of the information they depend on to run their operations.

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