



Underwriting and Claims Management Evidence Services

Creditor Services

Service Description

3d provides a claims visit service, performed by a nurse, for claims usually in payment (although they could be undertaken pre-admittance). The visit combines the medical expertise and forensic observational skills of the nurse with the commercial and industry knowledge of the Claims Assessor. The Claims Assessor audits each report of the visit completed by the nurse prior to submission to the client. The service is often developed further (if the client wishes) by including a recommendation of suitable courses for rehabilitation based on the nurse and Claims Assessor's view of the likely longevity and/or validity of the claim.

Main Beneficiaries

- Bancassurance
- Insurance Companies
- Friendly Societies

Service Delivery

- All services are received, handled and processed through the internal and external systems "Merlin" and "Promis"
- Instructions are received through Merlin's web interface using a secure authentication
- Updates and case tracking are available online and through automated emails
- All calls are logged against your unique identification number for easy access both now and in the future

Compliance

- All reports are quality checked by the nurse and a member of the administration team to ensure full completion of all sections of the report
- 100% of all reports are checked by an experienced claims assessor to ensure the report is fit for purpose
- Feedback on all reports is provided to the nurses who have a percentage quality standard built into their performance objectives
- The online service is fully authenticated and secure using the latest in online encryption technologies

Related Services

- Teleclaims
- Nurse Screenings
- GP / Specialist Reports
- Diagnostics
- Independent Medical Examinations

Service Levels

- On 90% of cases 3d will adhere to the following service levels:-
 - < 24 hours = receive instruction and send acknowledgement
 - < 2 days = Agree on appointment with client
 - < 15 days = Appointment conducted - report checked, scanned and sent to customer.