



Claims Management Evidence Services

Nurse Visit

Service Description

3d has experienced nurses trained in claims management who will visit claimants in order to obtain detailed information on current illnesses and injuries. The nurses are able to provide a holistic account of the claimant's situation and advise on interventions to assist with a return to the workplace. Nurses are also able to visit employers to assist with return to work plans and mediation.

Claim forms can be completed at the visit ensuring a speedy return and full completion. Telephone interviews can also be conducted as a cheaper alternative to a full visit.

Main Beneficiaries

- Insurance Companies
- Friendly Societies
- Business Process Outsourcers (BPO)

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 documents received are scanned and immediately available online
- If requested, documents can also be sent in hard copy format
- All nurses are fully qualified and trained in claims management

Compliance

- All reports are quality checked to ensure that all sections are complete and answered
- All quality checks are made by experienced claims specialists
- The online service is fully authenticated and secure using the latest in online encryption technologies.
- Visits are accompanied on regular occasions to ensure a continuously high level of service to both the claimant and client.

Related Services

- GP / Specialist
- Independent Medical Examination
- Rehab and Diagnostics

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.