



DIGITAL CLAIMS TPA

US Southeast regional homeowners' carrier strengthens end-to-end claims management to deliver enhanced, empathetic service to its policyholders

Xceedance delivers seamless claim management experience and cost optimization by leveraging intelligent technologies and a team of highly experienced claims professionals.



The Client

A privately held US-based company specializing in homeowners' insurance products and services

The Challenge

The client was facing several challenges concerning its incumbent third-party administrator (TPA), including lack of necessary skillset, failure to address pending claims and capture critical data elements, higher costs, slow response times, and underutilized claims system. They wanted to transition to a new TPA but had apprehensions, including:

- ▶ The new claims management system needed to go live within eight weeks
- ▶ Sizeable claim volume of over 10,000 annually with heavy catastrophe volume fluctuation
- ▶ A need to recruit, build, and train a sizeable, qualified claims adjusting team
- ▶ A new vendor network was required
- ▶ Orientation and flow of the process had to be agreed upon with the client

Our Solution

Xceedance recruited, hired, trained, and developed a dedicated claims team of 30 desk adjusters and managers closely aligned with the carrier's needs to address their incumbent TPA's claims servicing issues. The team also implemented Virtual Adjust solution, leveraging a modern, integrated technology portfolio and Xceedance claims team talent, delivering a seamless claims management experience, reducing cycle time, and speeding up payments while avoiding supplements.

Xceedance established well-defined policyholder checkpoints, delivered through a combination of emails, phone calls, automated system messages, and others embedded within the claims system.

To reduce the number of claims that go into litigation, Xceedance collaborated with the client to develop a roadmap involving the following components:

- ▶ Explore ADR forums for early dispute resolution within 90 days of the suit being filed and/or make offers of judgment

- ▶ Monitor, track, and report litigated claims to the client's home office in a timely manner

To reduce cost per claim, Xceedance collaborated with the client to develop SLAs coinciding with the client's cost-per-claim improvement initiatives. The Xceedance modern claims management platform was designed to enable data capture and tracking, bringing transparency to claims performance and processes.

Proven Results

- ▶ Developed, customized, and configured the claims management system to meet the client's requirements within eight weeks vs. traditional industry timelines that run for 4-6 months, taking in over 2,500 claims just in the first 2 months.
- ▶ Recruited, hired, trained, and onboarded over 30 claims staff ready to handle 10,000+ annual claims.
- ▶ Delivered prompt Cat response for multiple natural catastrophic events (tornadoes), adapting quickly to handle 200 Cat claims within the first two weeks and 600 Cat claims within the first two months, highlighting the speed, efficiency, and scalability at which Xceedance can operate.
- ▶ Completed the complex transition of 180,000 claims and over 2 million claim documents from the prior TPA's claim system to the newly deployed system in 6 weeks vs. the traditional multiple-year claims data conversions.
- ▶ Achieved a five-day decrease in cycle time and reduced costs by 63%.
- ▶ Managed to keep litigation rates to a minimum through proactive litigation avoidance measures and frequent communication with the client to identify potential issues.
- ▶ Incorporated loss mitigation into FNOL processes and established a comprehensive vendor network within one month, where typical industry-standard ranges from 3 to 4 months.
- ▶ Designed and implemented dashboards to provide daily visibility into vendor assignments and performance, KPIs, average severity, and other metrics, significantly improving data visibility.

The client experienced unanticipated cost reduction and process improvements, and over 2,000 of its policyholders benefited from the improved, more responsive claims experience designed and delivered by Xceedance.



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