

## **Indus ICT Solutions Insurance Processing Services**

Our insurance processing services provide specialized solutions to the insurance sector and support critical business processes applicable to the industry right from new business acquisition to policy maintenance to claims processing. These include:

### **New Business Acquisition**

- Inbound/outbound sales
- Initial Setup
- Case Management
- Underwriting
- Risk assessment
- Policy issuance

### **Policy Maintenance**

- Record Changes- Name, Beneficiary, Address
- Collateral verification
- Surrender
- Audits & Reinstatement
- Accounts Receivable
- Accounting & Reconciliation
- Claim Overpayment
- Customer service - voice/email

## Claims Processing

- Claim Set Up
- Eligibility
- Duplication
- Validate Reserves
- Medical Supplemental
- Provider Excess Reinsurance
- Specific Excess Reinsurance
- Adjudication
- Account Settlement

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