



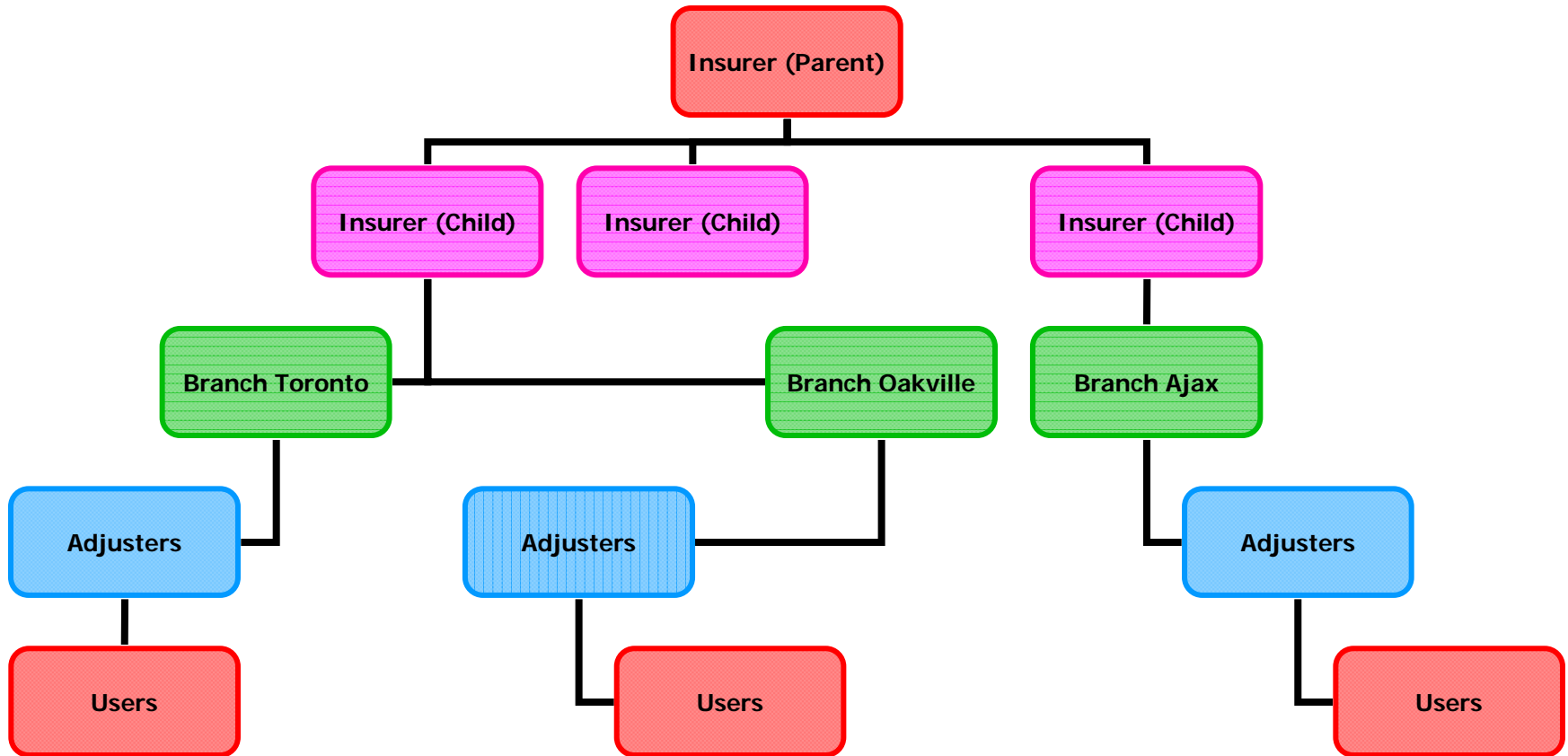
Health Claims for Auto Insurance

Organization Structure

Organization Set-Up – Purpose

- Setup and maintenance of Insurer organization structure within HCAI
- Organization structure closely linked with, & supports roles assigned to, individual users
- Clear organization structure ensures submitted forms are routed correctly

Insurer Management – Set-Up



HCAI Definitions: *Insurer, Parent*



- An **Insurer** is an entity that insures the policyholder and owns any claim information generated by the policy
- A **Parent Insurer** is one that is comprised of several subsidiary organizations (Child Insurers)

HCAI Definitions: *Child, Virtual*

- A **Child Insurer** operates as a distinct insuring entity apart from Parent Insurer
- Each Insurer can be associated with one or more branches
- A **Virtual Insurer** is a Child Insurer that uses only branches and adjusters associated with its parent

HCAI Definitions: *Branch*

- A **Branch** is a location entity and another domain responsible for handling and adjusting claim-claimant information
- A **Branch** is a subset of an Insurer
 - A **Branch** can belong to only one Insurer

HCAI Definitions: *Branch*

Branch Name	City	Status	
Acton	Acton	Active	DEACTIVATE
Moffat	Moffat	Active	DEACTIVATE
Rockwood	Rockwood	Active	DEACTIVATE

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- The Insurer Branch Management functionality is found in the Insurer Management module
- The <Add New Branch> button is located in the “Browse Branches” section of the Add/Edit/View Details screen

HCAI Definitions: *Adjuster*

- An **Adjuster** is an Individual or team/unit/workgroup responsible for direct claim handling within HCAI
- An **Adjuster** in HCAI can be single user or team consisting of numerous adjusters

HCAI Definitions: *Adjuster*



▶ <u>Adjuster ID</u>	▲ <u>Adjuster Name</u>	Status	
DCis	Cisse, Dijbril	Active	DEACTIVATE
EGud	Gudjonsson, Edith	Active	DEACTIVATE
THen	Henry, Tamara	Active	DEACTIVATE
RobK	Keane, Robin	Active	DEACTIVATE
SMin	Min, Samuel	Active	DEACTIVATE

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- The <Add New Adjuster> button located in the Associated Adjusters section of the Add/Edit/View Details [of branch] screen is available only when the branch details have previously been provided and validated



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Questions?