ClaimCenter 7.0 Introduction
Course Description

Overview

This course provides students with the knowledge of the features of ClaimCenter and the skills to create, modify, and manage claims in ClaimCenter. It provides students with an understanding of the ways in which customers can configure ClaimCenter functionality to meet business requirements and knowledge of the common types of ClaimCenter integrations with legacy or third-party products.

Objectives

After completing this course, students will be able to:

- Complete common end-user tasks using the base application

- Describe the features available in ClaimCenter

- Describe, in a non-technical manner, the ways in which customers can configure ClaimCenter

- Describe, in a non-technical manner, the common types of integrations between ClaimCenter and legacy or third-party products

This course does not provide students with the ability to configure, integrate, or create technical specifications for ClaimCenter.

Duration

The course is 4 days long.

Audience and Prerequisites

This course is designed for several types of students:

- Managers and other people who need to develop an understanding of ClaimCenter features and its configuration and integration capabilities.
- Business analysts who need to author requirements documents.

To successfully achieve the objectives of the course, each student should be able to:
Learn to use new software applications and discuss various aspects of the screens, menus, and other functionality.

Course Materials

Electronic copies of all lecture and lab materials are available to the students during the course through the Guidewire Resource Portal. Guidewire Implementation Services provides customers with the same education materials used to train its own employees.

Agenda

Day 1

Introduction to ClaimCenter
ClaimCenter
ClaimCenter product architecture
ClaimCenter implementation tasks
Documentation and support

The ClaimCenter User Interface

Logging in
Sections of the user interface
The screen hierarchy
Editing data
Localization

The Claim File

The ClaimCenter data model
The claim file

The Claims Process

The business perspective
The functional perspective

Introduction to Claim Intake

The claim intake process
Automated claim setup
New claim validation

The New Claim Wizard

The New Claim Wizard
Initiating the New Claim Wizard
Full claims
Quick claims
Incomplete claims

Day 2

Assignment

Assignment basics
Group assignment
User assignment via rules
User assignment via users

Contacts

Contact basics
ContactCenter
Creating ClaimCenter contacts
Working with linked contacts
Searching for contacts

Activities

Activity basics
Working with activity patterns
Creating activities
Working with claim activities
Working with queued activities
Working with your activities

Documents

Document basics
Creating documents
Creating emails
Working with documents

Notes

Notes basics
Working with notes

Exposures

Review of the claims process
Exposure basics
Creating exposures

Day 3

Reserves

Reserve basics
Working with reserve lines

Adjudicating Claims

Adjudication basics
Adjudication
The end of adjudication

Payments

Payment basics
Creating checks
Viewing claim financials

Financial Screens

Viewing claim financials

Closing Claims

The Status field
Closing activities
Closing exposures
Closing claims
Archived claims

Specialized Claim Processes

Recovery
Litigation
Fraud detection

Day 4

Permissions

Permissions
Assigning permissions to users
The security dictionary

Access Control Lists

The business need for access control
Access control lists (ACLs)
Security profile configuration options

Supervisors

Supervisor basics
The Team tab
Objects that require attention

Financials Approval

Authority limits
Transaction approval rules
Approving transactions

Claim Performance Monitoring

Business user view
Administration of metrics

Configuring ClaimCenter

Overview of ClaimCenter configuration
The data model
The user interface
The business rules
The integration points

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