module 02 | Processes

The **recovery process** includes...

the **activities** that validate the recovery case file as well as its full **management**
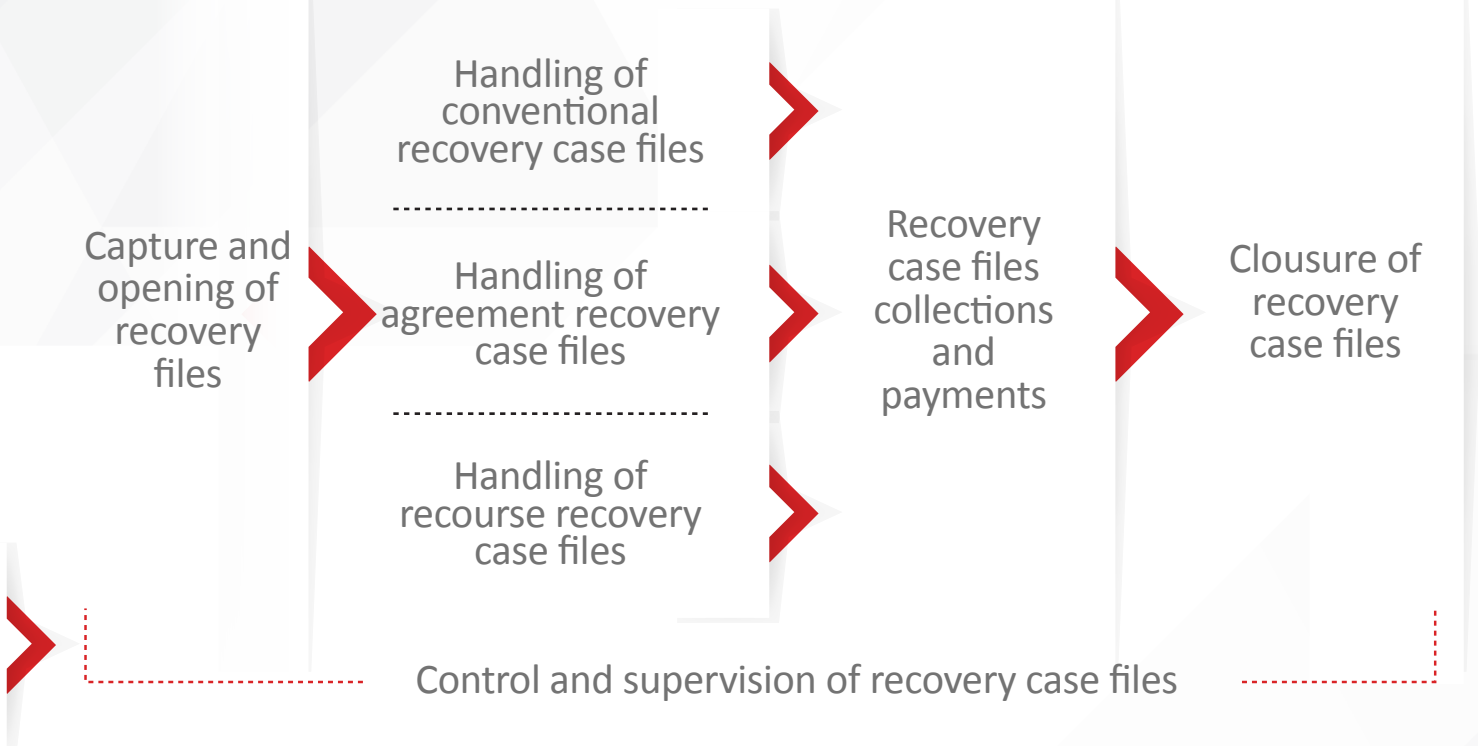
from the analysis of the claim

to the final allocation of the recovery.

Subprocesses

Within the recovery process are the following **subprocesses**

Capture and opening of recovery files

→

Handling of conventional recovery case files

Handling of agreement recovery case files

Handling of recourse recovery case files

→

Recovery case files collections and payments

→

Clousure of recovery case files

Control and supervision of recovery case files

We must not forget the **Fraud and Quality** subprocesses in the management of Recovery case files. They must be considered as indicated in the Claims Operating Model.

Handling plan

How do we handle this type of case file?

Automatic incorporation of the claims handling plan corresponding to Recoveries (and their types if necessary)

Possibility of reassignment of this type of case file

Management of Forms and Documents

This tool will enable us to **identify** in an orderly manner the **actions** that the handlers must perform according to the quality and efficiency standards provided for in the specific model

Handling controls (business rules)

Financial Transactions

Other (alerts relating to claim or case files, customization, assignment criteria, etc.)