Introduction to Claim Intake

Investigation Exercise

In this exercise, you will answer questions about the claim intake process.

For each of the lists below circle the one item that doesn't belong in the list.

1. Incidents that could be on a claim:

1. A property
2. A third-party liability coverage
3. A vehicle
4. An injury suffered by an individual

2. Statements that are typically true about imported FNOLs:

1. ClaimCenter does not send information to the FNOL application.
2. If an imported FNOL is incomplete, an activity is generated and placed in an FNOL queue so that a user will review that activity and make any needed changes.
3. Nearly every instance of ClaimCenter makes some use of imported FNOLs.
4. To be successfully imported, FNOL claims must pass validation at the "new loss" level.

3. Information typically gathered about the loss during claim intake:

1. Details about the item that was damaged or lost
2. Details about the loss event itself
3. The amount for the checks to be issued
4. The policy which covers the loss
5. The people involved in the loss

4. Tasks accomplished by business rules during automated claim setup:

1. Assignment of the activities for the claim
2. Assignment of the claim
3. Creation of the activities for the claim
4. Creation of the incidents for the claim
5. Segmentation of the claim

5. Ways in which a First Notice of Loss is entered into ClaimCenter:

1. Manually by a ClaimCenter user
2. Through an integration point with an FNOL system
3. Through an integration point with the Policy Administration system