



Magenta Claims



M diagram - Claims Step-by-Step Guide

Magenta provides a comprehensive simple-to-use claims system for the management, processing and reporting of Travel Insurance claims.

- > 100% Web Based
- > Records key claims information such as Clients making the claim, Policy/Scheme, Travel Dates, Incident dates, Incident Country, Insurer etc
- > Medical claims can be coded with ICD codes so that they can be matched to medical screening for claims analysis
- > Large Loss monitoring
- > Manages each section which the claim is set against - checking maximum cover limits and excesses
- > Can set Initial Reserve, then further reserve changes recorded in the reserve history
- > User definable covering letters
- > Suite of standard claims forms or tailored forms to meet specific client requirements
- > Document library where documents received from the client can be uploaded to a claim
- > Contains maintainable list of providers and contacts
- > Manages payments to insurers, providers, and clients. Cheques or payment request documents can be produced from the system itself. Security on payments ensures that only authorised users can make claims.
- > Manages recoveries made to the claim and any commission to the claims handlers for any recoveries made.
- > Manages claims handling fees on a variety of different charging models and produces a fee Bordereau
- > Produces claims and claims payments Bordereaux
- > Claims history which records all actions on a claim
- > Comprehensive reporting tool for the production of tailorable management information reports. See **Magenta Reports**

