**Self-Service Portal**



# Streamline Health Claims Management with ClaimsLive Hospi Portal

**ACCIDENT & HEALTH**

ClaimsLive Hospi Portal is a front-end digital interface for network providers like hospitals, diagnostic centers and clinics which are empaneled by insurance companies and TPAs to service health insurance claims.

The self-service portal offers convenience to providers and improves the quality of care given to customers who visit their medical facilities. The self-service features include verifying eligibility of customers, managing claims, tracking payments and viewing real-time benefit information, thus creating a better customer experience.

ClaimsLive Hospi Portal is designed to be easily integrated with the existing claims management system of insurance companies or TPAs. This enables them to seize the value of digital transformation right at the point of initiation of health claims transactions and improve operational efficiencies.

## SALIENT FEATURES

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| Out-of-the-box APIs for Integration with Claims systems | Cloud Ready. Can be deployed on-premise or on cloud | Mobile Friendly/Responsive User Interface | Quick Implementation and Go-Live |

## FUNCTIONALITIES

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| Initiate pre-authorization requests | Initiate enhancement requests | Submit claim documents | Track claim status |
| Raise claim reconsideration requests | Raise claim cancellation requests | View and respond to queries from insurance companies/TPAs | Submit grievance on claims |
| Generate and download reports/authorization letters | Track payment status | Generate service requests | View and download MoU with insurance companies |
| View and download the SoC tariffs agreed with insurance | Raise request for new empanelment and renewals | | |

## VALUE PROPOSITION

### Reduced Turnaround Time for Cashless Claims
Access vital information related to member eligibility, seamlessly submit and track claims status and ensure faster settlement of cashless claims

### Enable Self-Service
The portal has an intuitive UI and acts as a quick resource for providers to easily access all relevant information – anytime, on-demand with easy self-service tools

### Offer Superlative Care for Customers
Accurate exchange of real-time information between insurance companies/TPAs and providers ensures timely response and care towards customers

### Enhance Operational Efficiency
Eliminate siloed business processes with improved provider engagement and serve customers with excellence for better health outcomes

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