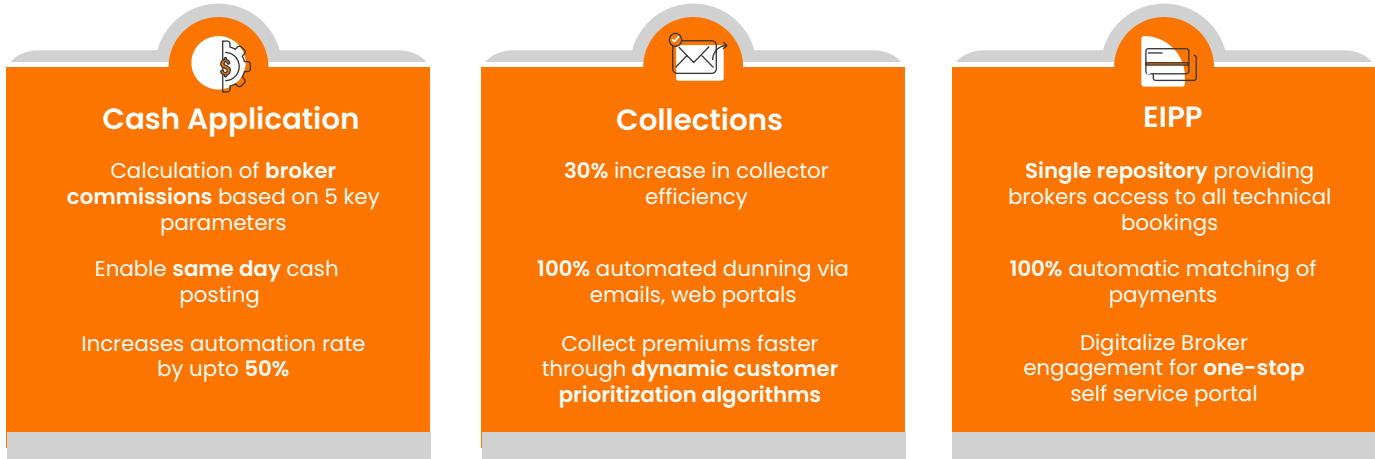


# Autonomous Receivables Solutions for Order to Cash in **Insurance** Industry

## Overview of Autonomous Receivables Solutions for Insurance



## Other Autonomous Receivables Solutions



### Credit

3x faster customer onboarding and real-time credit risk visibility with proactive credit reviews



### Deductions

Auto-capture of claims, PODs from customers & carrier portals with faster recovery of invalid disputes

“Why were the payments not applied when we saw that we received the money a month ago, what happened? I wanted to eliminate that, and we implemented the cash application solution from HighRadius.”



**Tisha Clausell**  
Vendor Performance Manager  
Zurich



# How HighRadius Addresses Insurance Industry-Specific Challenges



## Challenge

### Complex Calculations while Handling Commissions from the Carrier

Commissions received by the brokers at the plan level must be mapped to the policy level based on policy type, Plan Id, Period, etc., and must be reconciled in the Policy administration system where commissions are applied. Remittances are complex documents with numerous data points. It is time consuming to compute commissions depending on numerous parameters such as policy, ID, date, premium amount, and so on.



## Solution

### Cash App Software to Calculate Broker Commissions

The Cash App Cloud integrates with Policy Administration System and identifies carrier commissions paid at plan level - based on parameters like policy, ID, date, premium, etc. They are also matched with appropriate line items in policy administration system. Moreover, the discount handling logic can be used to validate broker commission deductions.



## Challenge

### Manual Identification for Right Premium Receivables

In the Insurance industry, receivables exist at policy level and not at invoice level. The cash received needs to be reconciled at the policy level, though payments are received at the invoice level. For this to happen, A/R teams manually have to look at several parameters like the policy no., invoice no., date on which the premium was received - to identify the right premium receivables for cash received. Therefore, the entire process becomes complex and time consuming.



## Solution

### HRC Software based on Right Combination of Multiple Parameters

Cash Application Cloud can leverage AI algorithms to identify the right combination of parameters like invoice number, policy number, date, amount etc. and automatically applies cash, thus automating the process by at least 30%. This also enables same day cash posting and significantly reduces unapplied cash balance.



## Challenge

### Manual Reconciliation of Carrier Statements

Some insurance companies practice manual reconciliation of carrier statements to cash received which leads to a higher probability of unapplied cash and delayed cash application process.



## Solution

### Automatic Reconciliation of Carrier Statements

With HighRadius Cash Application Solution, the cash application teams in the insurance industry can easily auto-match carrier statements with the payment file information. This leads to an accurate and a faster cash application process with a reduced probability of unapplied cash balance.



## Challenge

### Time-Consuming Processing of E-Payments And Foreign Currencies

Many insurance companies manually process the bulk of electronic payments. The cash application team has to extract the remittances from various sources like Emails, EDIs and web portals. They have to link the remittances to the payments and match them manually. Also, manual conversion of payments made in foreign currencies can be very time consuming.



## Solution

### AI-Enabled Data Capture for Remittances

Auto-captures remittances from a variety of sources, such as EDIs, bank websites, emails, etc. and extracts accurate data across all file formats and languages. The cash application solution with its AI capabilities converts and auto-applies cash in the desired invoice currency or settlement currency.



## Challenge

### Poor CX as a Downstream Impact of Slow Cash Application

The delayed cash application process led to erroneous status reports for accounts/invoices. Even if the customer had paid their premiums on time, they might receive dunning letters incorrectly, resulting in a disparate status of accounts and dissatisfied customers.



## Solution

### Automated Capture of Claims, Proof of Deliveries with HighRadius Deductions Software

An intelligent pattern-matching and transformation rules engine applies customer-specific rules for invoice matching, deduction identification and coding. Insurance cos have real time insights into their customer accounts to avoid sending dunning letters to the wrong customer.



## Challenge

### Lack of Receipt of Payment Leading to Unapplied Cash

Sometimes the insurance industries face a situation where they have received the premium. However, due to lack of remittances it can't be applied to any of the risks (receipt of payment for unbooked premium) and the cash remains unapplied, thereby impacting the overall insurance cycle.

Also, carriers currently do not provide a broker/agent interface to facilitate electronic payments, and thus do not leverage any of the associated process efficiencies.



## Solution

### Automated Trade Promotion Settlement with Deductions Software

With AI capabilities, the HighRadius Cash Application Software categorizes payments for which remittance is delayed as "On Account" and posts the cash after the remittance is available with almost 80% hit rate.

HighRadius EIPP Cloud provides a carrier-branded broker/agent interface that supports a wide array of payment methods. The portal can also mandate payments at an invoice/statement, and policy level to improve downstream cash app processes and further improve policy level hit rates and automation. 100% of all the payments made through the portal are processed straight-through with no manual intervention.



## Challenge

### Difficulty in Integration with Different Systems or ERP

The Insurance Industries have to integrate with various other systems. Multiple billing systems exist which contain important records or documents and the inability to integrate with such systems can lead to loss of information or decentralization.



## Solution

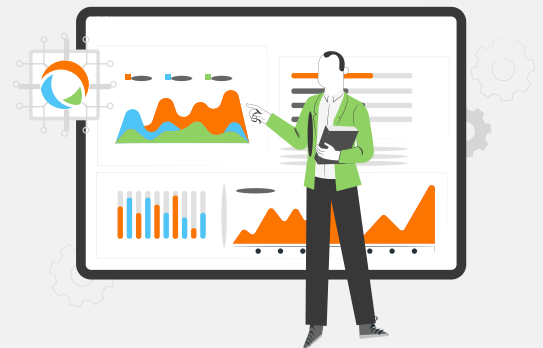
### Seamless Integration with Different Systems

AI-based autonomous receivable suite's ability to integrate with multiple systems addresses the issue with decentralization. The solution platform enables frictionless integration with all major ERPs including SAP, Oracle, Microsoft Dynamics, along with CRM, Benefit Management System, etc.

# HighRadius Partners & Integrates with Industry-Leaders to Deliver Successful A/R Automation for Insurance Companies

 <b>BPO Partners</b>	    
 <b>Consulting Partners</b>	  
 <b>Banking Partners</b>	      
 <b>Integration with ERPs and Benefit Management Systems</b>	     

Join the League of Top  
**Insurance Industry Leaders**  
& Automate Your Accounts Receivable Process

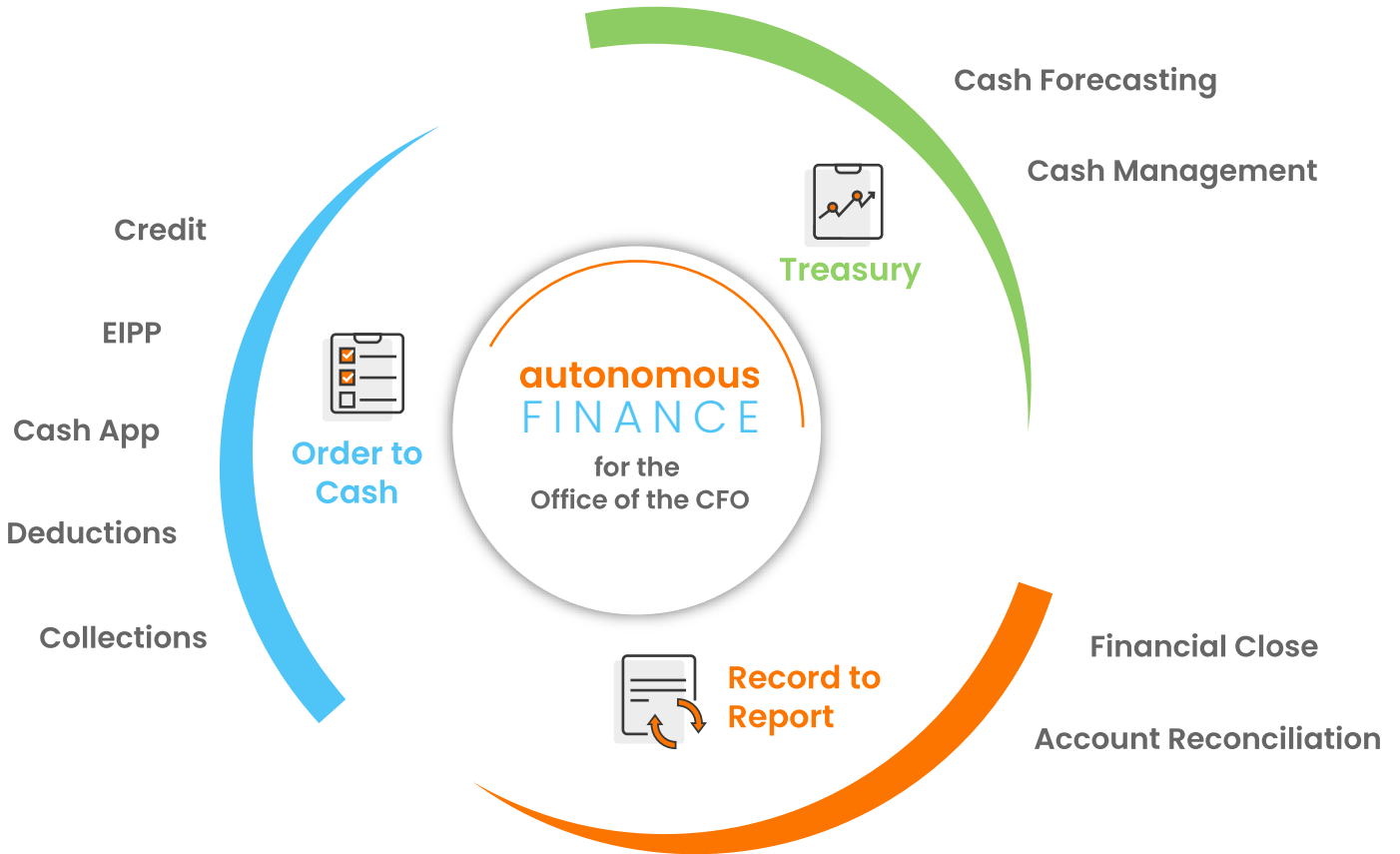


[TALK TO AN EXPERT](#)



## HighRadius Autonomous Finance for the Office of the CFO

Data-driven AI software platform to lower DSO, optimize working capital, fast-track financial close and improve productivity.



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