Overview of Autonomous Receivables Solutions for Insurance

**Cash Application**
- Calculation of broker commissions based on 5 key parameters
- Enable same day cash posting
- Increases automation rate by upto 50%

**Collections**
- 30% increase in collector efficiency
- 100% automated dunning via emails, web portals
- Collect premiums faster through dynamic customer prioritization algorithms

**EIPP**
- Single repository providing brokers access to all technical bookings
- 100% automatic matching of payments
- Digitalize Broker engagement for one-stop self service portal

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

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| Complex Calculations while Handling Commissions from the Carrier | Cash App Software to Calculate Broker Commissions
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. |
| Manual Identification for Right Premium Receivables | HRC Software based on Right Combination of Multiple Parameters
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. |
| Manual Reconciliation of Carrier Statements | Automatic 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. |
| Time-Consuming Processing of E-Payments And Foreign Currencies | AI-Enabled Data Capture for Remittances
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. |
### 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

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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.

GET IN TOUCH

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