

## Zero Risk. Efficient Claims. Direct-to-Savings Results.



In the workers' compensation industry, your ability to quickly and efficiently process claims depends on your adjusters and their workflow system.

With each claim, they must be transparent and efficient as they process countless documents while navigating ever-increasing industry rules. This leaves your business at risk every step of the way.

At APS, we designed **ClaimExpert Direct** to boost claims management efficiency and deliver savings with zero risk. With **performance-based pricing**, you only pay when you save—no upfront costs, no hidden fees, just clear, measurable results.

### Efficiency Through Intelligent Workflow

#### ClaimExpert Direct

##### Document organization through:

- Document tagging at the page level
- Digitization and extraction of data
- Indexing of documents to proper claims

##### Application of:

- System business rules (documentation/duplicates)
- Adjuster Intervention business rules (ODG/relatedness/rarity)
- Jurisdictional directives

APS/  
Client  
Mailroom

Return to  
Provider

Claims  
Process

### DID YOU KNOW?

#### ClaimExpert Direct

automatically processes

**68%** of incoming medical bills and non-medical documents with

**zero need for user intervention.**

#### ClaimExpert Direct

reduces billed charges prior to bill review by

**18%**

and reduces claim closure time by

**10%**



### Who Uses ClaimExpert Direct?

**ClaimExpert Direct is an innovative and leading-edge smart technology tool used by:**

- Workers' Compensation Insurers
- Third-Party Administrators
- Self-Insured Employers
- Managed Care Companies

On average, ClaimExpert Direct returns **32%** of billing forms.  
**58%** of returned forms are never re-submitted!

ClaimExpert Direct is a flexible, customizable SaaS system. Its expert rules engines automatically route electronic documents and related notes and can schedule and execute tasks that you design.

### UNDER THE HOOD



ClaimExpert Direct uses proprietary edits and custom rule sets to validate claim-related documents for accuracy.

- Claim Risk Assessment Scoring
- Body Part-to-Claim Compensability Matching
- Jurisdictional Directives
- Relatedness/Rarity Scoring
- Other claim conditions

### KEY BENEFITS



- Seamless claims automation and management
- Reduction in provider billed charges of up to 18%
- Returns all improper forms to the sender
- Over 17% reduction in bill review fees
- Increase adjuster efficiency and productivity by 40%
- Provides benchmark data to compare claim metrics throughout claim

Integrated evidence-based medical guidelines embedded in the system further allow your adjusters to compare claims against industry-standard best practices.

### MAXIMIZE PRODUCTIVITY

By using ClaimExpert Direct to optimize your claims process, you could increase productivity by **40%**

### Need a paper trail?

**ClaimExpert Direct** creates detailed electronic audit trails of every document and decision along the way—giving you full visibility and accountability from start to finish.

**ClaimExpert Direct** also processes your medical bills through automated front-end processing, ensuring proper documentation and relatedness of billing, before applying state fee schedules with nationwide PPO network coverage to further reduce your medical spend.

### Transparency and Control

**ClaimExpert Direct** is built to navigate the complexity of claims closure—a process with no one-size-fits-all formula—by automating routine processes. This allows your seasoned adjusters to stay focused on high-value decisions, keeping claims on track and settling them efficiently at fair market value.

With **ClaimExpert Direct** you gain transparency, control, and direct-to-savings results—**zero upfront costs, no workflow disruption.**

**To learn more about ClaimExpert Direct  
or to request a demonstration, visit  
[www.AdaptiveProcessing.com](http://www.AdaptiveProcessing.com)  
or call (855) 282-1476.**