

iVOS

Powering Claims Management

BROWSER-BASED CLAIMS MANAGEMENT SYSTEM

Our core product, iVOS, is browser-based claims management software designed for multiple lines of insurance. The system is highly configurable and can be customized to meet most organization's needs, by incorporating claims best practices, optimizing the efficiency of claims personnel, and enabling organizations to effectively reduce risks and potential losses. Built on solid, scalable Java architecture, iVOS can be installed on your network or hosted on ours, requires no middleware, eliminates software distribution, and manages upgrades at the server level.

Lines of Insurance – Workers' Compensation, General Liability (Auto, Property, Employment), Professional Liability, Disability, and others

Standard Features - The base system includes diary (claim & user oriented), notepad, payment processing, claim e-mail, document and claim workflow, reserves, litigation, medical management, policy maintenance, work status, vendor tracking, extensive reporting and graphing capabilities, EDI (IAIABC) for State Workers' Compensation, user-configurable business rules, correspondence generation via Microsoft Word™, scheduled report production, and report bursting and distribution

Optional Modules - Integrated Laser Check Printing, Automated ISO ClaimSearch® , VO S Express (automated e-mail and correspondence generation), Document Imaging, Incident Reporting, Custom Development, California Commutation Calculator

Optional Interfaces - Bill Review Company, Positive Pay, Claims Intake, Employee, Accounts Payable, PERI Data Exchange, Carrier Export, Vendor

THE "ONE-SYSTEM" SOLUTION - INTEGRATED CLAIMS AND BILL REVIEW

The "One-System" Solution incorporates Claims Management Software and iVOS Bill Review. Bringing these two processes together in one application streamlines workflow, improves productivity, reduces data entry, decreases errors, prevents lost bill information, and provides total savings for medical, administrative and operational costs. Within the "One-System" Solution you can Send us the Bills, Valley Oak System's knowledgeable Bill Review experts can handle your medical billing directly within your iVOS Claims System; or Do the Bills Yourself, by managing your own medical billing within the iVOS "One-System" Solution.

iVOS Review Services - "Send Us the Bills"

iVOS Review Service utilizes our fully integrated browser-based medical bill review system within iVOS. We ensure that all provider charges are properly recorded and then repriced correctly. This includes achieving the maximum savings thru the use of fee schedules and rules, PPO contracts, and utilization review. At the same time, improving workflow, eliminating the external transfer of data files, and helping you reduce operational costs.

iVOS Review Services - “Do the Bills Yourself”

As part of the “One-System” Solution, iVOS Review Software provides the capability to perform bill review right within your claims management system. This capability dramatically increases productivity, speed, accuracy, data access, and eliminates the need for daily data links to third-party bill review services. Features: adjudication of workers’ compensation medical bills, requires no interface, integrates with payment processing (EOR production), state fee schedule integration, PPO network integration, efficient data entry and workflow design.

iVOS CASE MANAGEMENT TOOLS - “MANAGE YOUR MEDICAL COSTS”

The unique approach of bundling iVOS Review Service and Software with iVOS Case Management Tools within the “One-System” Solution is that it enables nurses, examiners and bill analysts to share information such as notes, diaries, and treatment plan info; creates a collaborative automated workflow using business rules; establishes efficient workflows and accurate documentations; and tracks the effectiveness of nurse case management programs.

ASP SOLUTION

iVOS offers an ASP solution. We host the application and your data on our servers. Your staff logs into the system via the Internet and/or other communication line. Full functionality is maintained. This allows your company to focus on your claims administration process, while we focus on supporting your database server and physical database for your claims system operation.

IMPLEMENTATION

An Implementation Manager is assigned to your account to ensure a smooth transition from your old system to our system. The Implementation Manager provides project management and general consulting; and works closely with you to resolve issues along the way, to get your organization up and running by your target “go live” date.

DATA CONVERSION

Aon has extensive experience in converting claim information from a variety of software systems used in the industry. We map all relevant data from your current system to the matching fields in our system. We then run a trial conversion against your data and provide you with feedback about any problems encountered. Ultimately, you don’t “go live” until you are satisfied with the conversion.

TRAINING

Aon offers training at the client’s site, client designated off-site location or over the Internet. We offer beginning, intermediate, and advanced classes for all users, including examiners, clerks, managers, and system administrators.

STRATEGIC ACCOUNT SERVICES

The Strategic Account Program provides consulting and dedicated resources to your account. These resources can be any combination of Account Management, Customer Support Analyst, or Business Analyst to ensure that you are maximizing iVOS to its fullest potential and aligning it with your business objectives.

STRATEGIC ACCOUNT SERVICES

Aon offers different support levels to fit each of our client’s specific needs. We offer three levels: *Standard, Dedicated and iVOS Extra.*

To Learn More

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