



# Productivity Assessment: Adjusters Can Save Time and Increase Records Turnaround

## BUSINESS CASE

### Time Study Reveals In-House Claims Teams Lose Efficiency Across Several Key Areas

Many insurance carriers and claims departments struggle with adjusters spending valuable time on records-related administration tasks. With the goal of helping claims teams quantify these time investments and pinpoint efficiency losses, Ontellus partnered with an insurance carrier to perform a time study assessment using lean Six Sigma process improvement methodologies.

The study explored practices related to records orders, follow-up, and review preparation. Four separate in-house claims offices across three states were evaluated to define potential productivity savings and build a possible business case for a records retrieval partnership. Here are the findings.

#### Did you know?

Records retrieval alone can take up to **12% of a claim professional's day**, yet few claims departments measure this time investment.

Claims Office Retrieval Process	Ontellus Retrieval Process
<ul style="list-style-type: none"> <li>No process standardization</li> <li>Orders are mistargeted and must be frequently redone</li> </ul>	<ul style="list-style-type: none"> <li>Standardization throughout the records ordering, follow-up, and preparation process simplifies management and accelerates retrieval</li> <li>A proprietary records database identifies the right location and the right records custodian for each order</li> </ul>
<ul style="list-style-type: none"> <li>Delayed order follow-up: All offices wait at least 30 days before following up</li> <li>Offices spend an estimated 2 hours per week on follow-up calls</li> </ul>	<ul style="list-style-type: none"> <li>All follow-up calls are performed by a dedicated Ontellus team in a timely workflow process</li> <li>Quality checks identify any missing items and ensure records accuracy and scope</li> </ul>
<ul style="list-style-type: none"> <li>Slow Payment Processes: Financial invoices and accounting approvals stymie orders, and the payment process often took 10 days</li> </ul>	<ul style="list-style-type: none"> <li>Payment is automated and instant with credit card authorizations and established relationships with custodians nationwide</li> </ul>
<ul style="list-style-type: none"> <li>Records Processing is Time Consuming: Limited resources create significant delays in the scanning process. Turn times could take weeks—even months.</li> <li>Technical Limitations: Claims systems limit documents to 50 pages, making claim summaries parceled across separate PDFs</li> <li>No shared systems—duplicate records create duplicate work</li> </ul>	<ul style="list-style-type: none"> <li>Record turnaround times are accelerated by a national footprint, back-end integration with release-of-information entities, and delivery process excellence</li> <li>Once records are retrieved, automated processing tools scan, OCR, chart, and bates stamp the records, making them review-ready within 24-48 hours</li> <li>SmartChron technology merges all claims records into a single timeline organized by date</li> <li>SmartOrg technology allows adjusters to safely upload and process records received in-house</li> <li>A single PDF can handle unlimited pages</li> <li>Automated processing means duplication is not an issue</li> </ul>

## RESULTS: Faster Delivery and Increased Productivity

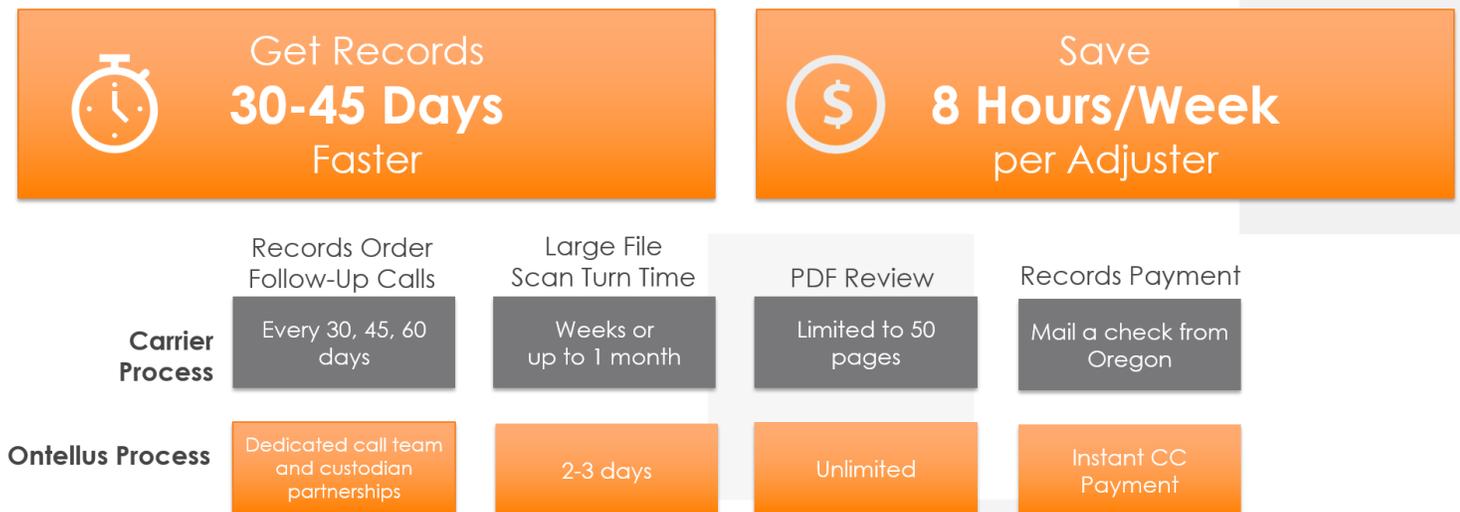
Given the time in-house claims offices invest in each step of the records retrieval process, Ontellus estimates it could help the carrier:

- Reduce records order processes by at least 3 hours per adjuster per week
- Eliminate follow-up processes, saving each adjuster at least 2 hours per week
- Eliminate records preparation, saving each adjuster at least 3 hours per week

In summary, by selecting Ontellus as its records retrieval partner, the carrier will experience a minimum total productivity savings of **8 hours per week per adjuster** AND **receive records 30-45 days faster**.

*“Many high-paid adjusters are required to do administrative work—when they should be focused on examining and settling claims.”*

-Direct quote from the Productivity Assessment



## About Ontellus

Ontellus empowers insurance carriers, self-insured corporations and law firms to reduce costs, make informed decisions and accelerate claims resolution. As the nation’s largest, privately-held records retrieval provider, Ontellus leverages decades of experience and cutting-edge technology to deliver impacting products and client-centric services within industry-leading turnaround times.