Oregon Special Districts Association improves claims processing with DXC Insurance RISKMASTER™

Client name: Special Districts Association of Oregon (SDAO)

Location: Salem, Oregon

Industry: Insurance

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Challenge

- Maintain a stable, consistent platform for efficient claims and risk management

- Stay on top of regulatory compliance changes in the insurance industry

- Provide internal managers and association members with detailed, informative reports

Solution

- DXC Insurance RISKMASTER™, the world's most widely used claims and risk management software

- Access to DXC resources and vibrant user community to keep the system current and productive

- Power Views capabilities to give managers better control over information being accessed

Results

- Efficient claims management via a reliable, easy-to-use system

- Seamless integration of risk management with other business systems

- Up-to-date capabilities via smooth upgrades and interaction with DXC and the user community

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Organizations large and small have relied on Insurance RISKMASTER for decades to help manage their workers' compensation, property and liability claims. In addition to tracking and monitoring claims, the Special Districts Association of Oregon (SDAO) uses the software to deliver detailed reports, both internally and to its members, to enable informed business decisions, while staying on top of industry trends via Insurance RISKMASTER's extensive user community.

In the United States, special districts are essential for providing local functions such as emergency and water services. SDAO was established in 1979 to give special districts in Oregon a stronger voice in the state legislature and to provide resources such as a self-insurance risk pool. In 1985, SDAO created a trust that enables its more than 900 members to control insurance costs by collectively pooling resources to self-insure for property, liability and workers' compensation coverage.

Loyal customer

In the early years, SDAO outsourced the underwriting and claim components of its insurance operations. Around 2000, when the association decided to bring claims operations in house, it found the vendor had been using Insurance RISKMASTER. The association stayed with that and has been using it ever since, taking advantage of new releases as they become available.

The primary reasons SDAO has been so loyal to Insurance RISKMASTER is the system's ease of use, its reliability and the smooth upgrade paths it offers. Gary Byars, IT director for SDAO, touts the product's stability for the 20 SDAO adjusters who work with it daily. Byars says SDAO's adjusters enjoy working with Insurance RISKMASTER, adding, "The best feedback I get is that it's just up and running every day, and it has been for 16 years. Insurance RISKMASTER has given us a real stable platform that our users have been trained on and know quite well, and it helps them do their jobs seamlessly."

Insurance RISKMASTER features a set of tightly integrated functional modules that cover all aspects of the risk and claims management process. In contrast to some insurance systems that are bogged down with too many processes and no common data format, Insurance RISKMASTER improves productivity by providing a simple, uncluttered web-based interface that is easy to learn. Users can also use predefined workflows to improve efficiency, which helps them close insurance claims more quickly.

Byars says there are many features his team relies on, including Power Views, which gives adjusters quick access to the information they need. SDAO also takes advantage of Insurance RISKMASTER's robust business intelligence and reporting capabilities. For example, users can generate reports focused on activity and claims statuses covering a specific time period on an as-needed basis, either for themselves or for SDAO members.

In addition, Insurance RISKMASTER easily integrates with other business systems, Byars says. "It's become a lot easier to use and manage from the IT side. It's a modern web-based product that meshes really well with all the rest of the programs we run in our environment." Easy access to information is another key benefit for users, Byars adds. "From top to bottom, it has all the data they need at their fingertips to service and support our members, answer phone calls and process claims."

Keeping up to date

Since Insurance RISKMASTER has been the claims management software of choice at SDAO for so long, a top priority for Byars is keeping the system up to date, and upgrades typically take less than a day. "Managing it from the upgrade and deployment side of IT has been really easy for us," Byars says. "We'll typically set up a test environment on any major release, and run our data side by side with the production system and do a period of evaluation. All of that is fairly quick to set up and install, and those transitions have been fairly smooth for us."

A major challenge for self-insured organizations is keeping up with constant regulatory compliance changes. Byars says that DXC has been proactive in monitoring changes in the regulatory landscape and making the appropriate adjustments to Insurance RISKMASTER. "When changes in Medicare reporting were coming down the pipes, [DXC] was in front of that," Byars says. "We took our updates and didn't miss a beat."

As with many of its insurance products, DXC fosters an active user community for Insurance RISKMASTER clients. In addition to an annual conference where users can interact with developers and other users, DXC facilitates a number of regional user group meetings. Byars and his colleagues attend user group events in the Northwest region. Byars says, "The support [DXC] provides for these communities and the resources they put out here for us have basically enabled me and my team to provide a claims service solution for my staff that has been rock solid for all the years we've been running it."

Another reason Insurance RISKMASTER has delivered positive business results for such a long time is the close relationship SDAO has forged with DXC. "I actually feel like [DXC] really does care about us," Byars says. "I don't want that to sound cliché at all, but they touch base with us for our feedback all the time."

Learn more at www.dxc.technology/ riskmaster

Services were provided by CSC, which is now part of DXC Technology.

About DXC Technology

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