



Filoli Workers Compensation Design and Research Center

Filoli provides both technical expertise and a production system environment in which you can visualize, design, and explore large and small-scale paperless claims administration systems for the Workers Compensation industry. The Filoli Workers Compensation Design and Research Center incorporates our expertise in workflow management and decision support system solutions into an evaluation and testing environment.

BENEFITS

Working sessions at the Filoli Workers Compensation Design and Research Center provide the opportunity to research a wide spectrum of system solutions.

Explore Improved Claims Management

Perhaps you are considering a variety of approaches to achieve better results in claims management. Use our center to experience an advanced claims management system in a fully integrated industry-specific environment. This will help you understand and visualize improvements to your current claims management process long before contracts are signed.

Test Cost/Benefit Hypotheses

When you are analyzing the most cost-effective workflows for your corporate culture, how about testing these hypotheses in a realistic environment prior to commitment? The Filoli Research Center utilizes its comprehensive knowledge of workflow management and decision-support systems to delineate your optimum best practice claims administration policies. Then, test them in real time under conditions that approximate your own.

Evaluate Processing Expense Reductions

Have you ever considered exploring the possibilities of a completely paperless office and its reductions in cost? At Filoli's Research Center, experience the potential administrative savings resulting from paperless, automated information processing. Current studies reveal insurers on the average spend \$4,000 per claim for processing paper, representing a substantial potential savings.

Study Medical Management for Claims Expense Reductions

Your claims team can experiment with aggressive management of medical issues as part of the claims management process.

You can explore alternative scenarios on an industry-specific information system. Assess the possibilities of how a cross-disciplinary team can direct a medical claim toward the optimum outcome for the employer, employee and insurer. Review the results without the pressure of daily operations.

Pilot Claims Workflow Designs

Our production-ready environment allows your users to test alternative workflow designs before implementation. This gives you an opportunity to examine various possibilities prior to finalizing the design plan. This approach saves valuable time and avoids costly design mistakes.

Experiment with System Roll Out And Transition Options

When it is time to install and unveil your new system, care must be taken to ensure a successful transition. This complex phase of your system development strategy must be carefully planned and monitored to achieve optimum results. Using our Design and Research Center, you can develop and test various user support services including effective training strategies, on-line help, tutorial options, and support strategies. In addition, careful attention to the actual installation, setup, configuration, and final verification phases of your new system must be completed. Our research center allows for detailed trial installations, system configuration, and problem process procedure validation. Filoli helps you plan effective implementation strategies that enable a good beginning to quickly become a stable production environment.