Datasheet



	elu.	Demands	Annotation					T	Advanced Sea	arch Q Search	New
	Dashboard	_						-			
	\square	Show 25	entries								
	Keywords	Claim No	 Doc ID & Drawer 	Received Date	 TLD Intel Key 	words				Adjuster o	Mana
		400010067	79 69509435 (CLMS)	01/17/2020	demand	demand				BENNY WAGNER	
	Demand List	4000101975	79 69506144 (CLMS)	01/17/2020	demand					CHRISTINE FRAZIER	
	RE	400010657	77 69508414 (CLMS)	01/17/2020	demand	demand	demand			MYRTLE FRENCH	
	My Team	400010669	99 69507806 (CLMS)	01/17/2020	demand	demand				HARVEY MEDINA	к
	R	400010727	73 69506790 (CLMS)	01/17/2020	demand	demand	demand	demand		DEWEY WILSON	KI
	Attorney Master	400010786	07 69506574 (CLMS)	01/17/2020	demand					MISTY KNIGHT	
	SCHEDULE ADJUSTER AS	SSIGNMENT		17/2020	demand	demand	demand	demand	demand	CHARLOTTE PATRICK	
From -	04/01/2020 - то - 📻	04/23/2020	0		demand						
	Assign all Adjusters from			17/2020	demand	demand				SAMANTHA WELCH	1
				16/2020	demand	demand	demand			HARRY WALTON	1
		Search:		12/2020	demand	demand	demand	demand	demand	EMILY HENRY	
anager	Email	Usi	er Code - Name	16/2020	demand					Ebula rilanda	
				16/2020	demand	demand				VANESSA HOLMES	
VINCE LIENEMANN	test@cogitate.us	VLI	I - vlienemann	16/2020	demand	demand	demand	demand		MINNIE ZIMMERMAN	
) RICHARD DRIESE	test@cogitate.us	RD'	1 - rdriese								



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Attorney Demand Letter Awareness and Management

Cogitate DemandAssist automates the entire demand letter identification and management process. Demand letters from attorneys are very challenging to monitor and properly address, and can be potentially costly for any insurance company if not properly handled. A demand letter from a claimant's attorney can be highly complex and difficult to identify, depending on the way that it is presented. If missed and not accurately monitored, a demand could lead to bad faith exposures and/or extra-contractual liability, as well as exorbitant defense costs. For every claim associated with a demand letter, Cogitate DemandAssist keeps track of all important dates, such as the expiration date for the demand, the offers made in negotiations and the settlement date with the claimant's attorney.

Awareness on New Attorney Demand Letters

Insurance companies receive thousands of documents every day. Attorneys spend millions of advertising dollars to seek out new clients, and have perfected the science of building claims and submitting demands on a daily basis. The chances of missing a demand letter among these thousands of daily documents are very high. Consequently, the impact of missing a demand letter can be enormous for any insurance provider, so automation and an extra layer of protection in the demand letter identification process are crucial.

Demand Identification Through Modern Tools

Cogitate DemandAssist uses Artificial Intelligence (AI) coupled with modern technologies like OCR, text mining and machine learning (ML) to automatically identify potentially high-risk demand letters. This automation replaces the labor-intensive and error-prone manual process.

The system rapidly scans through thousands of documents to search for attorney demand letters without any user intervention. The scanning process can be configured for off-business hours or throughout the day at the client's convenience.



Tracking of a Demand Letter Throughout Its Lifecycle

Cogitate DemandAssist uses built-in notifications and a configurable email alert mechanism to ensure that all demand letters are responded to in a timely manner. The tool will also track negotiation details with attorneys, such as offer amounts and the dates on which the offers were presented.

Team Management and Reassignments

Cogitate DemandAssist automatically assigns a newly identified demand to an adjuster. Adjusters are mapped to a manager and can be moved to a different manager temporarily or permanently, as needed. Also, any active demand can be manually reassigned to a different adjuster by its respective manager. These features ensure optimum utilization of resources and enhance operational efficiency.

System Integration

The architecture of Cogitate DemandAssist supports quick and easy integration with many existing document repository systems and claims management systems. It can be activated with minimal integration and configuration within 2-4 weeks.

Dashboard				
Keywords E Demand List B My Team	Demands Expiring Today: None 209 New Demands	92 Demands Open	Adjuster-Wise Demand Spit	No Demand Compared 1074A, DEMANDS IN BUSTEM 92 1074A, INCRES SCANRED 6247 1074A, NEWWORDS MATCHED 1074A, NEWWORDS MATCHED
Py team	3 Demands Expired			2747 Total Damme Identified \$2,401,989.00 Demmos reassignments.



Features

Dashboard

- Quick assessment of crucial indicators, including new demands, total demands, expiring demands, closed demands and current potential risk value
- On-screen display of urgent and expiring demands
- Historical information on identified demands
- Adjuster assignment and reassignment information

OCR and Text Mining

- Automatic background services for information extraction using OCR and text mining
- Built-in OCR to accurately reproduce text from scanned documents
- Text mining service to derive demand-related patterns
- Rapid scanning of thousands of documents over 50,000, pages per day

Demand Identification Through AI

- Proprietary AI algorithms for accurately identifying new demands
- Identification and removal of false positives through AI and machine-learning-based modeling
- Analytics and machine learning tied with ability for user-based system training through keywords

Tracking and Notification

- Complete life cycle management, including negotiations for every claim associated with attorney demand letters
- Preset notifications initiated at critical stages of the demand life cycle
- Tracking and escalation of demands based on expiration and due dates
- Configurable email alerts such as by time, sender group and more
- Activation/deactivation of email alerts, based on your needs



Automated Adjuster Assignment and Reassignment

- Automatic assignment of new demands to adjusters
- Ability to manually reassign a demand to a different adjuster

Team Management

- Facility to add and remove users like adjusters, managers, directors, etc. through an admin role
- Mapping of adjusters to managers
- Temporary or permanent reassignment of adjusters when required, e.g., manager on leave or team reassignments, etc.
- Improved management and efficiency of adjuster pool

Integration with Existing Document Repository and Claims Management System

- Integration with various types of document repository systems
- Integration with existing claims management system
- Automated service to download the latest documents and information

Single Sign-On

- User rights and access management through LDAP/Active Directory
- Predefined rights management for claims directors, managers and adjusters based on their roles and responsibilities
- Uses Cogitate's proprietary SSO module