The intersection of accuracy and efficiency.

Mitchell ClaimIQ™

(m)powered
Mitchell ClaimIQ provides expert guidance with an easy-to-use framework—helping to increase accuracy and efficiency throughout the Third Party Claims Lifecycle.

**THIRD PARTY CLAIMS LIFECYCLE**

- **First Notice**
  - Investigation
  - Documentation
  - Scene Diagram

- **Liability**
  - Comparative Negligence
  - Tort Duty Framework

- **Evaluation**
  - Demand
  - Medical Specials
  - Generals

- **Negotiation**
  - Venue
  - Attorney
  - T-Chart (+/0/-)

**Key:** Mitchell ClaimIQ™ Mitchell DecisionPoint®
Mitchell ClaimIQ™ provides an easy-to-use, comprehensive software application that can accelerate great claims outcomes. This flexible, modular solution helps you handle claims better across three critical areas of claims handling—investigation, evaluation and negotiation.

Your specific best practices for accuracy and consistency are embedded into ClaimIQ so that all claims adjusters have access to the same evaluation process.

**CONSISTENT INVESTIGATION**

When your adjusters are working with ClaimIQ, they’ll be using your best investigative skills—automatically. ClaimIQ adapts to specific accident scenarios to focus on the most relevant information.

- Consistently execute key claim investigative activities via a clear, easy-to-understand set of logical steps.
- Document investigative events with a clear, concise framework.
- Simplify additional claim investigative information—including notes, documents, diagrams, recorded statements, photos, and other media—all in one place for easy access.
HOW ASSESSING LIABILITY IMPACTS YOUR BUSINESS
(PER 10,000 CLAIMS PROCESSED)

ClaimIQ: Benefits Across Your Claims Organization.

CLAIMS EXECUTIVE
• Consistent evaluation practices help combat rising BI costs.
• Integration capabilities help to lower total cost of ownership.

CLAIMS MANAGER
• Assessment parameters are customized to your best practices.
• Realize consistent, accurate evaluation results.
• Robust reporting capabilities.

ADJUSTER
• Easy to use, navigation-enhanced interface saves time.
• Simple negotiation T-Chart provides valuable information.

COMPARATIVE NEGLIGENCE
By focusing on a systematic process that guides adjusters through the various steps of liability assessment, adjusters can more precisely identify comparative negligence situations.

• Review applicable tort duties owed and/or breached.
• Cross-reference investigation facts.
• Quickly access critical information, such as rules of the road, vehicle codes, and historical weather-specific data to where, how and when the claim incident occurred.
DAMAGES EVALUATION

ClaimIQ supports a best practice approach to evaluating damages.

- Identify injuries in clear, natural language.
- Review medical specials via integration with Mitchell DecisionPoint® (1st and 3rd party liability claims) or Mitchell SmartAdvisor™ (workers’ compensation claims).
- Evaluate general damages using best practice severity factors.
- Assess applicable no-fault and/or tort threshold breach factors.
- Venue-specific guidance.

NEGOTIATION

Negotiations can be challenging under the best of circumstances, let alone with hundreds of claims to quickly investigate, evaluate, and settle. ClaimIQ assists adjusters with successful negotiation parameters. The software application can:

- Establish separate evaluation ranges for liability and damage determinations.
- Automatically reference and organize all aspects of the claim file into a Negotiation T-Chart that details the strengths and weaknesses of each parties’ case.
- Review other parties’ negotiation tactics and settlement track record experience prior to initiating negotiations.
- Utilize management reporting to isolate trends for coachable moments to improve negotiation skills.

For more information and a product demonstration, please call: 800.424.1132
Visit the Mitchell ClaimIQ website: www.mitchell.com
The ClaimIQ Difference:

- Your best practices, not historical practices.
- Unique to your claims handling philosophies.
- Provides the rationale for the evaluation—and not just a number.