



## OIP Claims Administrative List of Services

**Write business.  
Grow the book.  
Digitalize the rest.**

Claims Administrators with higher workflow volumes, lean teams, and who specialize in the E&S insurance segment come to OIP for help with the following lines of business:

### Lines of Business

- Property & Casualty
- Auto & Garage
- Personal Lines
- Worker's Compensation
- Professional Liability
- Farm Owners

We help our clients save money and improve back-office efficiencies through streamlining their processes with industry best-practices.

- Upload a full range of claims reports from photos to notarized letters
- Upload all claims status updates

When a more proficient support staff is needed, our team is first of mind to handle:

- Invoicing
- Suspense and Manage Diaried Items
- Entering the Pertinent Policy Details

TPAs come to us when they want to enhance their claims team with knowledgeable professionals specializing in claims processing tasks:

- Filing the claim in your system
- Review all documents: application, inspection, notice of loss, policy and forms schedule
- Request Missing Documentation
- Initial review of claim validity: date of loss within policy period; endorsements issued where coverage is impacted, cause of loss properly identified, coverage/limits/deductibles affected, covered location, etc.
- Claim appropriately assigned to an in-house adjuster or claims manager
- Claim Acknowledgement Notification - claimant, insured, agent, claimant attorney
- Claim assigned to Independent Adjuster along with acknowledgement letter
- Set reserves and adjuster fees accordingly