

Claim Pro

Claims Pages

TITLE SOFTWARE

SOUTHERN TITLE INSURANCE CORPORATION

FULL SERVICE UNDERWRITER SOFTWARE

Southern Title Insurance Corp is making its state of the art, web based Agency Support and Back office Policy Processing software, along with its full service standalone Claims Management software, available to Regional Underwriters.



Eugene R. McCullough  
President, Southern Title

*Introduction to "Claim Pro"—a Claims Management System*

*"When I first came to Southern Title, our claims system was an excel spreadsheet. At that time, the claims department (which consisted of one person) seemed to think it was sufficient, but as I began to request more detailed reports, we quickly outgrew this solution. In 2007, we began to develop a database system and it has since undergone 3 additional sets of upgrades. In 2008, I hired a senior claims administrator from one of the Big 4 to head up our claims administration and she has been instrumental in adding features and functionality designed to make the system easy to use.*

*In this first overview of various areas of Claim Pro, I will focus on the heart of the program—the claim input pages that will accept the various pieces of information that are associated any claim you need to handle. In this initial overview, I produced a PowerPoint presentation that will allow you to look at each screen as long as you need before advancing to the next screen. I will be producing some videos in the future featuring some of the claims personnel to show you how the system works, but it is important to first showcase the software's ability to collect a wide variety of data. Once consistently collected, the claims software can produce an unlimited number of reports that will allow you to comply with Department of Insurance data calls, report to your Boards about claims trends, identify high and low risk agents, keep track of various types of claims, and much more. . . ."*

*Claim Pro software is separate from our Underwriter /Agency software and can be purchased as a stand alone package.*

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**CONSISTENT INPUT IS A KEY ELEMENT TO THE SYSTEM**

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As the old saying goes, "Garbage in = Garbage out". I only mention this because the system is designed to be used *consistently*. The integrity of the data input determines the usefulness of the program. If you take the time to use the various input areas, you will be able to run any type of report you desire using it's built in 'query generator' and the program will serve you well.

TERMINOLOGY- CONTRIBUTION VS RECOUPMENT

Inside Claim Pro, you will see various fields referencing 'contribution' and 'recoupment'. Just to be sure you have a good understanding of how we have used these terms, I provide the following explanations.

**Contribution** is the amount of money that you can get someone

(agent, E&O carrier, third party) to contribute to the settlement **before** the underwriter pays the loss. Contribution lowers the underwriter's cash outlay in every claim and is therefore preferred.

**Recoupment** is the amount of money that you can get someone (agent, E&O carrier, third party) to

reimburse you **after** the underwriter has already paid the entire loss.

Claim Pro manages, and documents, the efforts for both types of recovery, but we encouraged our claims handlers to think about contribution from the day the claim was opened. The system helps assure it happens.

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### Food for thought....

Today you are presented with an opportunity that has never existed before. By working together, Regional Underwriters could operate on a common platform that would allow them to pool their resources and secure modification of their common software at a much lower cost than was previously possible. Use of a common platform could also open the possibility of more efficient processing of policies through a jointly owned facility. Use of a common platform would enable Regionals to share development costs to achieve better intergration with Agency software companies and Loan Origination Software packages....a real opportunity to be competitive with the 'Big 4' underwriters.

The alternative is for each of the Regionals to continue to independently spend money on their own proprietary software and never have enough resources to fully develop the system they need.

This software package is not perfect, but its a great step in the right direction. By working together, you could create the perfect package to compete with the 'Big 4'!

## Highlights of the Claims Pages Overview

Each claim has all the data associated with that claim in one of 6 tabs that can be instantly accessed for review.

All activity on handling each claim can be documented in chronological order to reflect the current status and all past developments, including separate areas for activity related to contribution and recoupment activity.

All tabs have visual access to a summary overview of the substance of the claim.

Input areas allow you to flag files in a variety of categories to aid in running key reports.

Files can document agency/approved attorney responsible for claim and document cause of claim with ALTA claims and responsibility codes.

Key events driving the claim (foreclosure, bankruptcy, defalcation, etc) can be identified by checkboxes to enable special reports to be run and categorization of claims.

Allows for establishment of reserves, documenting of payments and maintenance of remaining balances for general expenses, legal expenses, loss expenses, loss adjustment expenses and recoupment expenses.....and a lot more .

View the PowerPoint that will focus on each screen in the claim input area.

**The PowerPoint showcasing the input screens is an attachment to this e-mail.**

## UNDERWRITER/AGENCY VIDEOS (NOT ASSOCIATED WITH CLAIM PRO)

### Overview of Audit Management

<http://sticl.southerntitle.com/videos/Audit.wmv>

### Overview of Policy Processing

<http://sticl.southerntitle.com/videos/Processing.wmv>

### An Overview of the Rate Calculator

<http://sticl.southerntitle.com/videos/Rates.wmv>

### Interview with the Software Developer

<http://sticl.southerntitle.com/videos/Developer.wmv>

### An overview of the Reports In the system

<http://sticl.southerntitle.com/videos/Reports.wmv>

Managing Policy and Endorsement forms with the system

<http://sticl.southerntitle.com/videos/Administration.wmv>

How to issue an ICSL:

<http://www.youtube.com/watch?v=WJBo1u7kc0A>

How to issue an E-Jacket:

[http://www.youtube.com/watch?v=mlsuAVEJQ\\_0](http://www.youtube.com/watch?v=mlsuAVEJQ_0)

Overview of the "Agencies" Tab

<http://sticl.southerntitle.com/videos/Agencies.wmv>