

Summary of Information Providers' Response To July Letter from CIC IT Committee

The questions we asked the Information Providers were:

1. Is your company currently developing functionality that will allow repair facilities and insurers who use your products to eliminate unnecessary and costly data rekeying?
2. If yes, what is the currently planned date for launching this service? What dependencies will exist to enable this service?
3. If no, what are the technical or business barriers which are prohibiting your company from implementing this functionality?

ADP's Response (from Scott Jenkins):

ADP is committed to provide solutions that help repair facilities and their partners be more efficient. With ADP's recently launched ADP Estimating application we built the functionality to provide the repairer the opportunity to have the original estimate sent to them so that they could complete a supplement without having to rekey it. This functionality is accessed through their trading partner sending them an assignment which includes the estimate. ADP is currently investigating options to providing assess to the estimate without the ability to supplement it for non-trading partners to further increase efficiencies.

The ability to have access to transactions to supplement without rekeying is available through our recently launched ADP Estimating solution. This application is currently being reviewed for implementation by ADP's partners. The availability will vary on a partner by partner bases. We currently do not have an immediate time-frame for providing assess for non-trading partners but it is something that we are pursuing and looking for technical alternatives. We will update the CIC team as to our progress.

CCC's Response (from Jim Powers):

We plan provide support for same system estimate exchanges which will be enabled given the insurance company's authorizing their company's estimates being allowed to be exchanged in this manner. Additionally this type of exchange may carry a service charge to cover the storage and communications services delivered.

Mitchell's Response (from Chad Taylor):

Thank you for the opportunity to collaborate on this critical topic. Mitchell is the leading provider of innovative claims-centric solutions, and has deployed re-key solutions in both the US and Canada.

Specifically, Mitchell has collaborated with a top carrier to create a deploy a secure system that enables their shop business partners to gain access to copies of printed estimates, or electronic versions of the estimates for direct import into the Mitchell UltraMate Premier Suite estimating system. This solution improves the claims process for all participants by improving accuracy and cycle time through the elimination of errors and unnecessary manual process steps.

With over 100,000 downloads from the current solution by US shops every month, Mitchell is leading the charge for delivering innovative solutions that reduce overall claims processing friction costs – making all industry participants more productive and profitable.