

Hi Marley Integration with Sapiens Workers' Compensation CoreSuite



SAPIENS



The integration streamlines processes, ensures seamless communication and enables more productive insurance professionals.

Streamline Workers' Compensation Claims with AI-Enabled Texting

The Hi Marley integration with Sapiens CoreSuite enhances communication and information sharing between carriers and workers' compensation claimants during the entire claims process through a simple, hassle-free texting conversation. Users in CoreSuite are enabled with secure compliance measures, real-time sync of case details, automated messages and single-click case actions for increased workflow efficiencies.

Adjusters on CoreSuite Can:



Reduce Admin Actions

Single-click Hi Marley case creation from CoreSuite and auto-assignment of adjusters eliminates the need to switch back-and-forth between systems.



Ensure Compliance

Opt-in status and Hi Marley mobile verification stored in CoreSuite keep security top-of-mind.



Improve Workflow Efficiencies

Configurable, automated messages triggered by specific actions in CoreSuite expedite adjuster response times.



Maximize Transparency

Record all Hi Marley conversation details in CoreSuite including media files and PDF transcripts upon synchronized claim closure.

Why It Matters

Workers' compensation claims are stressful, involve complex benefits and often require detailed information to resolve. With Hi Marley, carriers can quickly respond to customers via SMS and easily exchange information, improving claims cycle times, reducing costs and elevating customer satisfaction. Timely responses, clear expectation setting and proactive, empathetic communication with the claimant also helps carriers mitigate risks of litigation.

A Glimpse Into Sapiens CoreSuite

The screenshot displays the CoreSuite web application interface. The top navigation bar includes the 'CoreSuite' logo, a search bar, and a user profile dropdown. The main content area is divided into a left-hand navigation menu and a central summary panel. The summary panel shows details for a claimant named Robert Blythe Sr., including his claim number (1261), occurrence date (07/15/2022), claim type (Indemnity), and claim status (Open - Pending). A table lists the injured worker's details, with the phone number (480) 298-1204 highlighted and a callout box pointing to it. The callout box contains the text: 'Mobile number validation enables single-click actions'. Other details include the insured company (Hightower Manufacturing) and the policy number (400175).



With most people dealing with an accident on the job, it's their first experience and they are scared, anxious and vulnerable. From the first point of contact through the entire claims process, we aim to ease that burden and instill confidence and trust; Hi Marley is helping us do that.

PAUL BUFFONE

Senior Vice President & Chief Claims Officer, LWCC



Contact us today about a demo or starting a free trial.

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