



# Streamline Your Records Retrieval & Claims Integration with AddOntellus

AddOntellus™ seamlessly integrates to Guidewire ClaimCenter™ and the My.Ontellus™ API to support a records retrieval process from within ClaimCenter



### Single Sign-On

Claims staff can securely order from within ClaimCenter, seamless to Ontellus services, removes rekeying for orders, Open API



**Order, Status, Receipt**  
of order details from inside ClaimCenter



**Records Delivered to Claims Staff**  
Encrypted records are securely passed from Ontellus to ClaimCenter for viewing/downloading

**AddOntellus allows claims adjusters to securely order records from Ontellus™ within ClaimCenter**

This single-sign-on integration alleviates the extra steps of leaving the ClaimCenter™ environment and re-entering order details, such as claimant name, D/O/B, SSN, claim number and billing information.

After placing the order, adjusters can monitor the status of the request, take action upon it if needed (such as custodian fee approvals) and view/download the records without leaving ClaimCenter. Records delivered to claims staff are securely passed to ensure all data privacy and security controls are met.

✓ Prefilled claims information while ordering, eliminating the need to rekey information

✓ Orders records quickly and accurately passed to Ontellus

✓ Automated status updates

✓ Enables all record related approval activities to be performed in ClaimCenter

✓ Instant access of information

✓ Secure delivery of records retrieved



Today, insurance claims adjusters and regional CLCs using Guidewire ClaimCenter order their claims records from Ontellus via the My.Ontellus.com web-based cloud portal. This typically involves logging in and re-keying the claims data stored in ClaimCenter. Additionally, the external portal is used to check the status of records and for viewing the retrieved records. This results in adjusters jumping from one application to another, impacting response time and productivity.

Seamless ordering, statusing, and viewing/downloading medical, billing, and other necessary records to evaluate claims from within ClaimCenter, saves time, improves adjuster productivity, and reduces cost.

The AddOntellus Guidewire Add-on is the first integration of its kind with a national records retrieval partner. AddOntellus integration as an add-on feature for ClaimCenter provides value for claims departments by creating a streamlined records retrieval process. The benefits of this integration—single sign-on, simplified workflow, and access to real-time information—can save adjusters hours per claim.

- ▶ Initiate a records retrieval request by selecting “Records Retrieval – Ontellus” from the ClaimCenter Service Screen.
- ▶ Perform a Provider Location Search of the Ontellus facilities database: A Facility can be searched for by name, address, phone, zip. *The Location specific details are auto-filled upon selection of the location from the facility dropdown.*
- ▶ Submit the Ontellus Record Request with Claimant & Location specific information and upload a signed HIPAA Authorization/Legal document. *The Name, DOB, SSN & Claim Number are auto-filled from ClaimCenter.*
- ▶ Track all details related to the submitted order via the Ontellus sub-tab within the Service screen.
- ▶ Provide fee approval and updated legal/authorization documents from within ClaimCenter.
- ▶ Review and download records from within ClaimCenter when records are obtained via a link to the records in ClaimCenter.

#### From Within ClaimCenter Claims Adjusters Can

#### About Ontellus

Ontellus is the nation's largest, full-service procurer of medical records, wage and employment records, diagnostic imaging files, pharma, social security records, billing records and other claims-related data services. Ontellus™ enables claims adjusters with analytics that help review case records in a logical timeline that dynamically adapts as more records are retrieved. Adjusters can share important sensitive HIPAA data digitally in the cloud with their legal counsel to support litigated claims.