NextGen EDG Meeting Number 5: Topic "NextGen Claims Management"

Thursday, March 15, 2007 from 8:30 – 12 Noon EST
Conference Call Number: 1.800.320.4330 (588754#)
Location: FEMA Crystal City Office*
                 8th floor conference room
                 1800 South Bell Street
                 Crystal City, VA

*Please note that EDG members should arrive at the security guard stand on the 4th floor around 8 AM. You will need your ID to sign in. A FEMA employee will escort you to the 8th floor for our meeting.

The read ahead material will be posted by February 8, 2007 at http://NFIPNextGen.com/EDG/EDG.html. We will send out an email announcing the posting. There will be two packets.
  1) NextGen Claims Read-ahead Packet
 2) EDG Meetings 1-4 Recommendations Packet (Draft)

The NextGen team will bring hard copies of the presentation to the meeting. If you are calling in, please refer the website to download meeting material.

Meeting Agenda
  - Introduction & Welcome
  - Meeting Purpose
  - NextGen ezClaims Topics (see overview section)
      o As-Is WYO Company Process
      o NextGen ezClaims Process
      o NextGen Core Application and Impact on Companies
      o Discuss Specific Business and Technological Changes
  - Introduce and Review the TRRP Business Edits (Claims and Policy)
  - Review EDG Meetings 1-4 Recommendations Packet
  - Next Steps
  - Next Meeting Date
  - Adjourn

Overview - Getting started with ezClaims!
EZClaims is a one-stop shop for NFIP stakeholders to view, edit, and pre-process disaster and NFIP claims data. Authorized and authenticated WYO Company, Vendor, Bureau, Adjuster, Direct Side, and FEMA users will have access to role-based ezClaims modules.
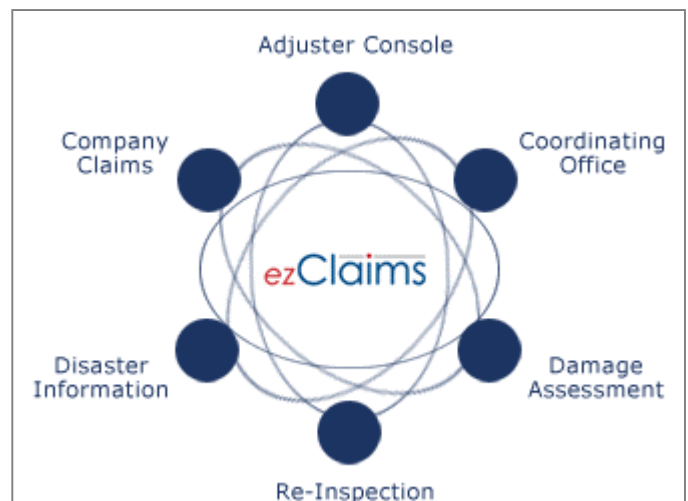
The 6 ezClaims modules are Company Claims, Disaster Information, Claims Coordinating Office, Re-Inspection, Damage Assessment and Adjuster Profile.

1. Company Claims module is a Web-based tool to validate and track open claims for WYO companies and vendors. This will replace QuickClaims Reporting. Users include WYO companies and vendors.

2. **Disaster Information** is a self-service module that allows approved users to enter FICO, ACO, CAT, JFO and FRO information. This information will be broadcasted and used to assist victims during disasters. Users include WYO companies, vendors, FEMA, Bureau, and the Direct Side.

3. **Claims Coordinating Office** module matches flood and wind policy data and assigns a single adjuster during events. Users include the Bureau Claims staff.

4. **Re-Inspection** module is a Bureau Claims and General Adjuster tool to manage and track the entire lifecycle of a flood inspection. Users include FEMA, Bureau and General adjusters.

5. **Damage Assessment** module allows validated adjusters enter in data on potentially substantially damaged losses. Users include Adjusters, Bureau and FEMA Claims staff.

6. **Adjuster Console** module allows Flood Certified Adjusters to manage their professional information to be able to report substantially damaged structures and share inspection data. Users include Flood Certified Adjusters and Bureau staff.

NextGen will present the decision topic, possible solutions, impacts and benefits to the EDG before the group discusses possible impacts on FEMA, WYO Companies and their Vendors. As always, feel free to contact Ed, Laurie or the NextGen team members for additional information.

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