



**Claims Administration
Services**



ClaimWorks is both a business services offering and software solution for warranty, extended warranty and home warranty claims processing. We developed and use our ClaimWorks system to process thousands of claims for our major appliance service company clients.

Why Consider ClaimWorks for Your Business?

- Drives claims processing efficiency and continuous improvement – Reduced administration time provides more time to perform other tasks
- Fewer unpaid claims

What ClaimWorks does to Reduce Your Anxiety!

- Provides computerized Pre-validation of claims checking for common errors and incorrect information prior to submission to the processing location/portal including ServicePower® and ServiceBench®
- Full Audit trail on all changes made to claims
- Automatic claims forwarding to the appropriate processor
- Manual data entry and email of claims when required
- Reminders on claims where action is required prior to the submission date expiration
- Near instant notifications on claims requiring correction.

Outsourcing claims processing allows you to reduce administrative costs, decrease cycle time, and significantly boost cash flow.

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Claims Administration Services



Service Type

Description of Claims Services

Basic

- Investigate and insert missing claims data
- File claims electronically using your Business Management Software or via Service Administrators' portals.
- Correct incomplete/inaccurate claims
- Verify Parts Distributors' invoices using their websites when making corrections

Premium

- Investigate and insert missing claims data
- File claims manually using your Business Management Software or via Service Administrators' portals.
- Correct incomplete/inaccurate claims
- Verify Parts Distributors' invoices using their websites when making corrections
- Obtain Pre & Post Authorizations
- Escalate Rejected Claims with Manufacturer to resolution
- Post Claim Payments to your Business Management Software (if applicable)
- Verify warranty entitlement including obtaining customer proof of purchase
- If repair was COD, contact customer for credit card payment details

Ask us about our exclusive volume discount plan!

Service organizations that perform warranty repairs for manufacturers, home and extended warranty companies do not always receive full claims reimbursement for service performed.

Today, it is estimated that nearly 28% of all claims submitted by service companies for reimbursement are rejected due to submission errors and go unpaid.

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