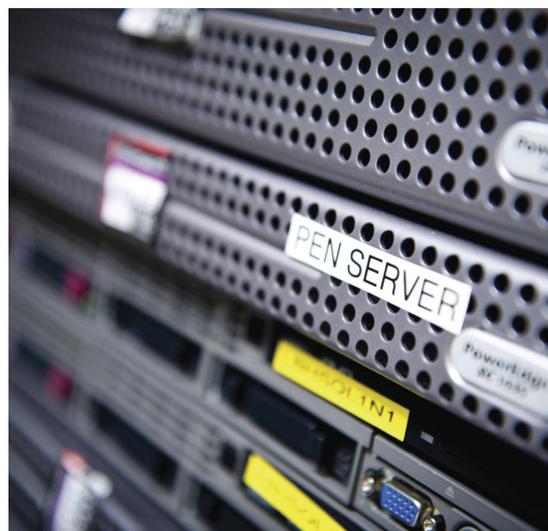


Technology and Systems

Innovation: the driving force at the core of MDG



The nine second barrier

There was once a time when to run one hundred metres in under ten seconds was the ultimate, seemingly unachievable goal of any elite athlete.

That goal has now been surpassed many, many times as athletes' physiques, training and equipment evolves; and it is not inconceivable that one day an athlete will break the nine second barrier.

Aiming for the seemingly unachievable is also what drives us here at MDG. From using iPad technology and our proprietary app technology to significantly reduce nurse screening end-to-end process times to implementing straight-through processing to get the results back to our clients' mainframes even faster; we're always looking for the next goal.

Whatever we put our minds to you can be sure we'll be channelling all our expertise into exceeding expectations; and we'll already be thinking about what the next evolution in the process will be.

Proprietary, integrated systems

By resourcing a large development team we have been able to pioneer systems which have assured our place as market leaders in our sector. Online, secure portals such as Meditrak, Claimstrak and Healthtrak have revolutionised underwriting and claims workflows by automating previously laborious procedures; allowing for instant overviews of case files and requests for all types of medical data via a single screen; and providing secure, immediate access to medical reports and other relevant documents.

Meditrak

Underwriters order, track and review medical evidence via MDG's 24/7 secure online case management system, Meditrak. Tele-interviews, nurse screenings, doctor medicals and GPRs are requested via Meditrak and users benefit from real time updates and sophisticated management reporting.

Claimstrak

The Claimstrak system provides claims assessors with everything they need to manage their book of claims. All types of evidence can be requested via the system; secure access to case files provided to reinsurers and claimants; medical interventions organised and monitored; and comprehensive management information accessed. Automatic notification emails are triggered by pre-agreed activity, such as upload of documents or completion of a tele-claim.

Healthtrak

MDG's online day-one absence management and case-tracking system, Healthtrak, helps organisations to manage sickness absence and streamline the occupational health referral process. This secure portal allows line managers to make referrals, track absence, monitor progress and download medical reports via a single application.



TIARA

MDG's proprietary tele-interviewing system, TIARA, incorporates state of the art recording software to produce call files which are stored at case level along with the transcript, for ease of access. Calls are audited for quality and training purposes by MDG and are also available to the client to carry out their own audits.

Bespoke scripts are produced for every client to reflect individual insurers' requirements. TIARA supports all types of tele-interview including Big T, Little T and non-medical.

Developed and maintained in-house, TIARA is a flexible system which can be modified to fit clients' needs.

Our 24/7 online tele-interviewing booking system is integrated with TIARA, making organising appointments straightforward for our clients' customers.

MDG APP Technology

The MDG nurse screening process is completely automated using iPad technology and our proprietary app as soon as an instruction is received it is transmitted to a nurse's iPad. The medical report is completed via our app and instantly and securely returned to MDG. The completed form is uploaded to Meditrak for viewing/printing within minutes of receipt.

Straight-through processing

MDG clients benefit from real time digital receipt of key update information directly back into their mainframe/workflow systems. Used in conjunction with our Real Time Results process for receipt of completed reports and tests this provides a fully integrated, straight-through process; reducing manual processing requirements, costs and evidence-capture timelines.

Unparalleled access to data

By managing the underwriting and claims process via MDG systems, clients open up the exciting prospect of having an end-to-end overview of their risk profile, with all the opportunities for extrapolation which that offers. Benefits include the potential to: link recorded claims experience with initial underwriting decisions across a product line; analyse business submitted from distribution channels in terms of premiums and claims; and examine processes to measure touch points and establish whether improved customer experience can be achieved whilst reducing costs.

Flexibility

MDG offers clients and partners various options for accessing our proprietary systems, including licencing arrangements.

Demonstration

We would be happy to demonstrate any of our systems to interested parties: please contact us on the number below to arrange a meeting.

Contact us

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