# **VolidZonz**.

### 2DO'S CORE Handles the process of every

action by serving as the central source of information and responsibilities of the different parties involved in a transaction. It has the capacity of routing documents to the officers or persons in charge while keeping constant follow-up. With this valuable tool your organization ensures strict control of the steps required to address issues and their history.

2005

LEGA

RACI

CORE

 CALENDAR, Appointment, Task, Events



• DOCUMENTS Supporting and , Transaction Documents, etc.

ACTIONS Do Process,

Claimant Responses, Insurance, Reports, etc.

> TRACKING Alerts, Alarms, Notifications, Follow-up, etc.

Workflow Streamline Solution 2D0'S

## **FEATURES**

- Profile Referrals both from Internal Origin or Insurance Related. Manages Petitions of Information, etc
- Meetings, Documents and Phone Conversation Requests
- Journal Monitoring , Actions History, Response Log, Status Request etc
- Received Claims , Programmed Meetings
- Pre-Set Actions for DO'S Received, Uploaded Documents, Calls Finished etc
- Supporting Documentation / Document Tracking Provided or Pending
- Notifications by E-mail or Alerts on every action or single actions
- Pre-Set and Customizable Reports

## 2DO'S LIFECYCLE DIAGRAM

#### **INITIAL CONTACT**

 Received by Phone, E-mail, Web Portal or Walk-In.

#### SET OF ACTIONS

 By Clicking the Pre-Configured (AWF) Action Workflow the Officers will have Access to Protocols for each Situation.

• Telephone Calls, E-mails, Meetings and documents generated are effectively managed among other day to day actions.

#### MONITORING

- Alerts, Notifications and Flags
  - Follow-up and
  - Follow-Through of New, Pending and Closed Claims



#### 2D0'S

