

30 April 2021

Communiqué 87

To All Sasria Agents and Intermediaries

Claims Management System (CMS) Release 2 FAQ's

The Release 2 of the Claims Management System (CMS) is currently underway as we gear-up to go-live in mid-June 2021. This phase will introduce VendorEngage and ProducerEngage.

In order to ensure you are kept in the know – below we unpack some of the questions regarding the Release 2 phase.



FAQ

Claims Management System

Frequently Asked Questions

1 What does **Release 2** of CMS entail?

Release 2 entails the implementation of **ProducerEngage** and **VendorEngage**.

2 What is **VendorEngage** and **ProducerEngage**?

VendorEngage: a digital application for use by vendors to respond to work requests and engage with Sasria throughout the service fulfilment lifecycle, including submission of quotations, inform Sasria on service progress, service completion and submission of invoices.

ProducerEngage: a digital application which can be accessed by Agent Companies using their device of choice and is fully integrated with ClaimCenter. Agent Companies can submit claims, communicate with the Claims Controller, upload and download claim documents, view payments made directly to them or to the clients and vendors, and view the status of their claim and any supplier service on their claim.

3 When will CMS **go live** with Release 2?

Mid-June 2021

4 Will the process of submitting a claim **change**?

Yes, Agent Companies will have to use **ProducerEngage** to register claims, upload documents, view claim statuses and track the overall management of the claim.

5 How can **high user adoption** of the system impact the outcome of the claim?

The system will promote efficiency and faster settlement of claims. Agent Companies will have a full view of where the claim is and what is still outstanding on the claim.

6 What is my **role as an Agent Company**, and how do I contribute to the successful implementation of Release 2?

Agent Companies can provide their current pain points which can be used in the improvement of **ProducerEngage**. Should the Agent Company be invited to take part in User Acceptance Testing, thorough testing will be appreciated to ensure that the application is tested optimally.

7 Who do I speak to if I need more information or clarity about the project?

Our Product Owner, **Themba Sibiya** on thembas@sasria.co.za

Regards

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