Modernize and Enhance Legacy Applications: Automating Workflow Management

The mission of the Investigation Division is to protect California’s consumers by investigating suspected insurance violations. The department’s cases generally start as complaints (approx. 2000 complaints each year). With a staff of 90+ investigators, cases must be intact and quickly triaged in order to identify the party that will conduct each field investigation. To achieve their mission, the division needed a solution that valued timeliness and exactitude. Trinity Technology Group contracted with California’s Department of Insurance Investigation to create a sustainable solution that assures they will meet their goals.

Background
The California Department of Insurance Investigation Division performs investigation against agents, brokers, bail agents and other insurance agents. Effective enforcement of the insurance laws helps to safeguard consumers and insurers from economic loss and eliminate unethical conduct and criminal abuse in the insurance industry.

Program Specifics:
The division investigates many types of violations, primarily: premium theft, life and health senior citizen abuse, insurance company deceptive fraudulent acts, bogus/unnecessary insurance companies, public adjuster violations, title company rebate activity; and bail industry misconduct.

Key Benefits to the Client

- **Automated Workflow Management** – Accounts are easily routed to correct parties, responsible persons are notified when changes have been made to an account or when they need to take action, and “Significant Events” create a dialoge between user and manager.

- **End to End Solution** – The solution offers a comprehensive solution to manage the divisions needs from the intake to post-closure of cases.

- **Eliminate Inefficiencies** – Dashboard management, document creation and delivery, time keeping features, and auto-populating data assist users to work more effectively and with little-to-no error.

- **All Data is Stored in One System** – Users no longer need to access multiple databases or documents to track down investigative information. All case data, from initiation to closure, is stored and retrievable through dashboard.
TrinityTG worked intimately with California’s Insurance Division to design and administer technology that facilitated the following processes:

The IDCM system (Investigative Division Case Management) offers one system that stores all investigative data:

- Expedites day-to-day activities including: management of cases, report writing, document generation, notifications and task management, as well as automated workflow for approvals.
- The system interfaces with key business systems.
- Users can create and manage Activity Reports, enter case log notes, and create/manage subpoenas, suspect reports, search warrants, and operation plans.

The application saves time:

- Allows workers to meet deadlines by eliminating many arduous, time-consuming tasks.
- The potential for error is greatly reduced by providing integrated workflow.
- The solution has built-in management reports and automatically generates and/or sends necessary Word or PDF documents.
- The system tracks time and notifies users automatically of important tasks, such as pending reviews.
- Validates completion of reports to cut back on erroneous and/or partial information.
IDCM offers real-time dashboards for investigation intake, no matter the type of referral:

- The system can manage all types of intake referrals (online applications, internal and external referrals, fax, email, etc.).
- The dashboard display of intake documents serves as a launching pad for users.
- Users can add roles and identify the primary complainant, routing the case to the correct regional office.
- Information is pre-populated when possible. This ensures accuracy and saves time.
- QuickLinks makes it simple to access investigative management tools.
- Critical account information is available through “at-a-glance” feature.
- The “Significant Activity” functionality allows investigators to add significant case events to the account during the life of a case. Case manager is notified each time the investigator enters an activity in order to facilitate a dialog between staff and overhead.

Figure 2. The Application’s Flow, and Role, in the Life of a Case
Figure 3. The dashboard is the first thing each user will see once they have logged in to the system. Each user role type (Investigator, Supervisor, Intake Worker, Analyst, Division Chief, etc.) has their own dashboard that displays real-time information relevant to their position, responsibility, and Span of Control.
Trinity Technology Group Provides Innovative Solutions

At TrinityTG, we are in the business of solving the problems that arise with shifts in business strategies and operations. **No matter what information technology challenges you face, we can use those challenges as opportunities to find solutions that fit your current and future needs.** We can help to develop business, technical, and enterprise architectures to improve business processes and transactions. **Our Strategic Planning approach focuses on re-use and adaptation vs. re-building from scratch.** We perform process analysis with an eye to best leverage your current system. We design process maps to enable effective communication between business and technical users throughout the project life cycle. **At every phase, we use new technologies and techniques to maximize your investment in business systems.** To establish cohesive and effective interaction through the project life cycle, we produce formal plans for all of the following critical processes for every project: Communication, Risk Management, Change Management, Configuration Management, Implementation Management, and Project Management.

TrinityTG’s Success is Measured in the Satisfaction of our Clients

Our clients are among the largest of state agencies across the public sector and the most progressive and advanced in the private sector. Our clients’ success drives our business; 95% of our business comes from referrals from current and past clients. **We distinguish ourselves by our approach, working in connection with our clients to ensure their satisfaction every step of the way.**

We Listen.
We Produce.
And We Deliver Extraordinary Results.
*Give us an opportunity to show you what we can do for you.*

Our clients include:

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