

NFIP NextGen Project

EDG Meeting Number 5 – NextGen Claims Management

March 15, 2007 from 8:30 AM to Noon | Crystal City, VA (FEMA Meeting Room)

Conference Call - 1.800.320.4330 (TBD#)

NextGen

ezClaims is a NextGen A La Carte application for WYO companies, NFIP Servicing Agent, vendors, FEMA, NFIP Bureau and other claims stakeholders to manage claims-related activities. This one-stop shop for approved NFIP stakeholders has 6 business-driven modules.

The 6 ezClaims modules are Company Claims, Disaster Information, Claims Coordinating Office, Re-Inspection, Damage Assessment and Adjuster Console.



Agenda

- NextGen Project Contacts
- Introduction & Welcome
- Meeting Purpose
- Overview
 - Claims Joint Working Group (2003)
 - NextGen ezClaims Overview
- As-Is Environment
- To-Be NextGen Environment
- ezClaims
- TRRP Cycle

NextGen Project Contacts

- Laurie Michie, Chief Insurance Operations
 - Laurie.Michie@dhs.gov
- Ed Pasterick, EDG Facilitator
 - Edward.Pasterick@dhs.gov
- Amy Fester, NextGen Project Manager
 - afester@ostglobal.com
- NextGen Pilot Coordinator
 - nextgen@ostglobal.com

Welcome & Introduction

- **EDG Mission**

- Make informed decisions and direct optimal course for NextGen's final development and production phases
- Maintain focus on technologically relevant procedures and operations, tabling items related to legislative and some programmatic areas

- **Meeting Purpose**

- Introduce the topic and first set of decision points
- Discuss decision options
- Explore technical impacts, options and timing
- Determine decision paths for resolution



NFIP Claims Business Management

- Claims management is one of the main business functions for FEMA, NFIP Bureau, NFIP Servicing Agent, and WYO companies.
- Claims management responsibility spreads over multiple stakeholders.
 - FEMA
 - WYO Companies
 - NFIP servicing Agent
 - NFIP Bureau (Claims Staff and General Adjusters)
 - Independent Adjusters
 - State Wind Pool

Claims Management Responsibility

FEMA NFIP

- Oversee claims processes
- Process reported claims-related business
- Back claims payments
- Timely communications to WYO company, Bureau and vendor claims personnel
- Meet and oversee the three essential claims operations strategies for the NFIP disaster response mission
 - Adjuster Education
 - Conduct Claims Presentation Meetings (pre-hurricane season)
 - Conduct Adjuster Meetings (during flooding event)
 - Pre-Event Planning
 - Monitor weather to identify and track any situation that might warrant an on-site response. This may trigger additional re-inspections, Flood Response Office (FRO) or Claims Coordinating Office (CCO)
 - Event-Specific Response
 - Respond quickly and effectively when disasters occur
 - Staff field operations with qualified Adjusters and a Claims Coordinator for the Single Adjuster Program and Claims Coordinating Office (CCO)
 - Deploy NFIP General Adjusters to the affected areas to begin damage assessments
 - Review claims statistical data and reports

Claims Management Responsibility (cont.)

- **Bureau Responsibilities**
 - Manage Adjuster Certifications, Training and Personnel Information
 - Timely Communications to WYO Company, FEMA and Vendor Personnel
 - Pre-event FRO Preparation
 - Establish and Operate FRO and CCO
 - Conduct Wind and Flood Matches (SAP at CCO)
 - Communicate & Conduct Adjuster Meetings (Event-Driven, Claims Presentations, etc.)
 - Perform Oversight for Claims via Re-Inspections
 - Review and Analyze Statistical Data for FEMA Reporting
 - Process Claims Data via Monthly TRRP Cycle and Quick Claims

Claims Management Responsibility (cont.)

- WYO Company and NFIP Servicing Agent Responsibilities
 - Provide Complete Claims Lifecycle Service to Policyholder
 - Adjust Claims
 - Maintain Adjuster Relationships
 - Communicate Active CAT/Disaster Centers to the Bureau
 - Timely Claims Reporting to FEMA/Bureau
 - Support Quality Control Processes
 - Submit Monthly TRRP Claims Data
 - Submit Weekly Quick Claims Data
 - Process ICC, SALAE, Subrogation, Salvage, etc. Data
- Independent Adjusters
 - Apply for Certification
 - Attend Yearly Claims Workshops
 - Report Preliminary Substantially Damaged Structures within 24-hours
- State Wind Pools (participating states)
 - Supply data to the Bureau with all active wind pool policies
 - Participate in SAP

Claims Joint Working Group Background

- In 2003, the NextGen team conducted a yearlong Claims Industry and Government Joint Working Group (JWG) to determine how NextGen technologies could improve the claims business process. The recommendations fell into four major themes.
 - Inquiry and e-Reporting
 - Accurate and Timely Information/Response
 - Tracking and Trend Reporting
 - Improve Current Claims Processes (especially interfaces with Industry and NFIP)

Note: For additional background information, please refer to the 2003 NextGen Claims Management Joint Working Group Final Recommendation Document (http://nfipnextgen.com/pdf/Claims_JWG_2003.pdf.)



Recommendation: Inquiry and e-Reporting

- Standard claims e-packet that is accessible to all stakeholders with data stored in a central place that is tracked, reusable (e.g., online forms) and can be downloaded (e.g., batch or XML files)
- Report meaningful TRRP elements for the Claim TRRP Cycle (make the system smart)
 - Example: If the Date of Loss, Catastrophe Flooding, Property Address Match FICO criteria, then Auto-Assign the FICO and Disaster Number. This does not need to be entered by the WYO Company.
- Eliminate need for WYO companies or their vendors to re-enter data. Claims data should only include information that is new and pertinent to the claim. The to-be system should allow entry of a policy number, name or address into the system and the system should auto-populate the claim form. The adjuster would only have to fill in the new data using the online claims forms.

We are going to talk about creating your own reports with SQANet and upfront validations with ezClaims Company Claims!



FEMA

Recommendation: Accurate & Timely Information/Response

- Reporting: A secure, single sign-on capability to access information online to create ad hoc reports in a dashboard environment. Users should be able to create their own reports.
 - **WYO companies should be able to lookup their data at any time.** For example, if a WYO company wants to view the status of a claim, they would enter the claim number in the system and receive real-time claim data and status (e.g., open claim, address error, closed, claim pending).
 - Would like access to PDA and trends reports
- Upfront, Real-Time Validation Response from NFIP Bureau
 - **WYO companies should have real-time, upfront verification for policy/claims data.** Data should be able to be entered, processed in real-time, saved and the status (e.g., claims status, errors, etc.) should be returned to WYO company.
 - **WYO companies should be able to have upfront validations on all claims data.** This could be a transaction-based system to enter in each claim or a batch file. For example, a WYO company would send in 100 claims at noon for verification checks and it would be returned with all the checks by 5 PM the same day. This would help mitigate errors and identify potential problems upfront for all stakeholders.

We are going to talk about creating your own reports with SQANet and upfront validations with ezClaims Company Claims!



Recommendation: *Accurate & Timely Information/Response*

- **Quick Claims Reporting**
 - Limit the required data elements for Quick Claims reporting to the 17-data elements. Users may enter in all data elements if they have the data. Save all data in a centralized database.
 - Auto-populate the NFIP Claims Preliminary Report and NFIP Claims Final Report from the centralized database.

Recommendation: Tracking and Trend Reporting

- **SALAE Approval Process**
 - Currently, SALAE approval process is long and drawn-out. The Claims JWG recommends that a tracking system should be developed at FEMA Headquarters using standard forms to support workflow and electronic approval processes.
 - The Claims JWG recommends that the process should be to submit a strategy, approve, and provide payment. The payment budget should be in a format where FEMA can accept, review and approve electronically.
 - WYO companies should be able to view SALAE reports that show the status of SALAE requests.

Recommendation: Improve Current Claims Processes

- **Claims Processes need to be reviewed and streamlined**
 - Improve Quick Claims processing and reporting
 - Gather and share disaster data (FRO, CCO, ACO, FICO, CAT, etc.)
 - Improve and increase timely reports to FEMA, WYO companies and the Bureau
 - Improve Re-Inspection data exchange, coordination and response
 - Improve Single Adjuster data exchange, coordination and response
 - Auto-fill flood insurance claims forms
 - Provide a better independent adjuster management service
 - Improve data tracking with multiple statuses

JWG Recommendations Summary

- NextGen team is implementing most of the first round of JWG recommendations within the ezClaims application.
 - Upfront Validations (ezClaims Company Claims)
 - Reports (SQANet)
 - ezClaims Disaster Info
 - All claims data elements in the emerging data warehouse

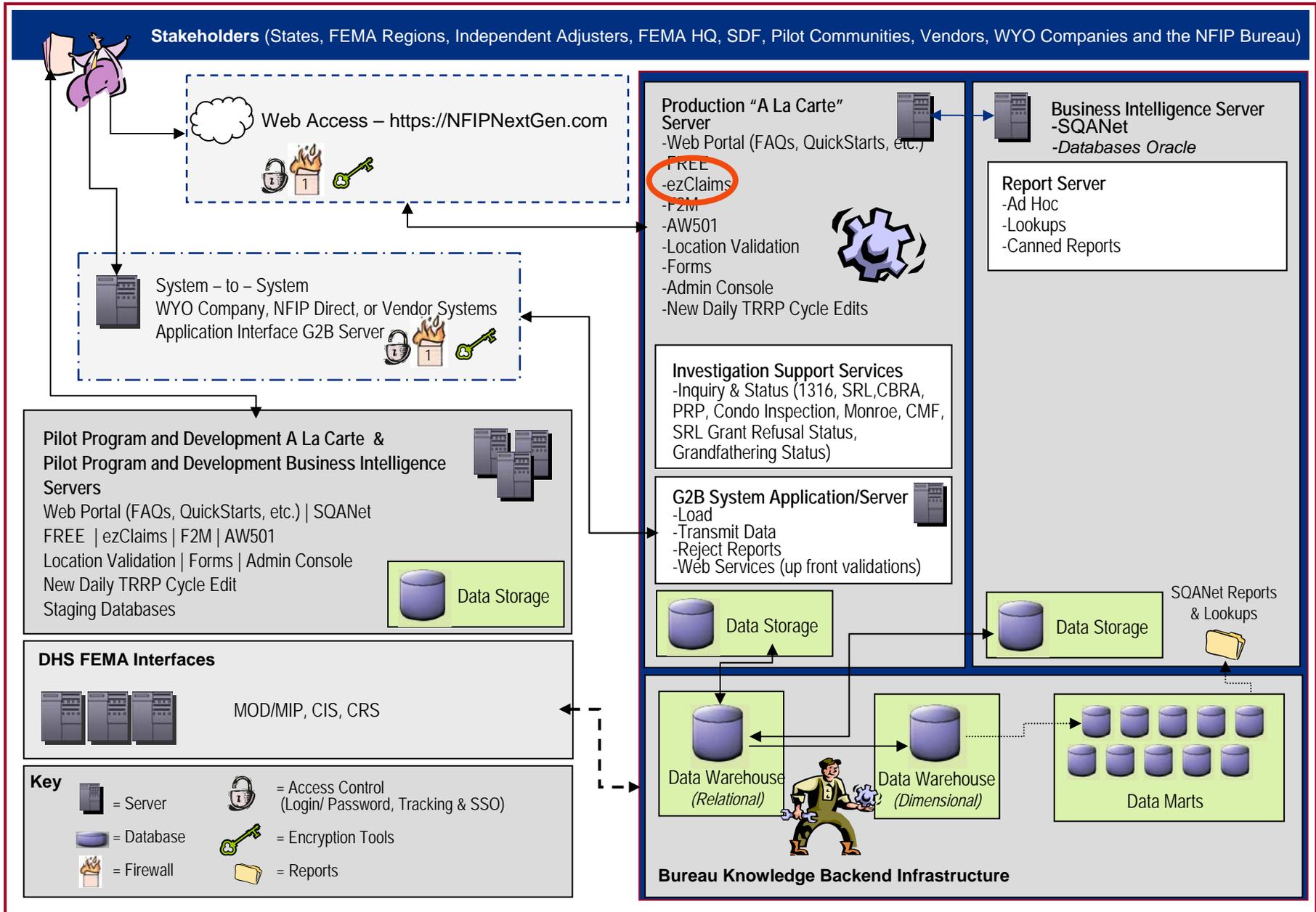
As-Is Bureau Claims Systems

As-Is System	Areas for Improvement	Manual Processes
FICO system – FoxPro (associate FICO data with counties, states, etc)	- Database LAN silo (FoxPro)	Does not capture all disaster data. Multiple manual processes to manage other data elements.
FICO system – Mainframe (mainframe screen to enter in FICO numbers)	- Antiquated mainframe Cobol logic - No upfront edits	
1316 Declaration system	- LAN data entry system, then uploaded to the Mainframe	
Claims Coordinating Office (CCO) system	- Client/server application - Database LAN silo (FoxPro), not uploaded to mainframe	Users must re-enter data at the CCO, as not all data is available for matching. This is an extremely manual process.
BureauNet (Focus Online Inquiry System for Policy and Claims; TRRP Data Exchange; Web-based Inquiry System)	- Limited access control - Access only to MF statistical data	Can only create parameter-driven reports, not true ad hoc reports; manual manipulation is needed to customize reports.
Preliminary Damage Assessment (PDA) system	- No access control, no upfront edits, complex matching on the backend	Users must key in all data, there are no lookups.
Quick Claims Reporting system (QCRS) (BureauNet lookup, batch upload and viewer)	- Database LAN silo, not uploaded to mainframe - Must submit policy data with claims data	Manual process to select random claims for re-inspection process.
Claims Adjuster system (CAS): Claims workshop management	- Database LAN silo (Peopleware/FoxPro)	Manually match and transfer data into the Adjuster system.
Claims Adjuster system (CAS): Adjuster mailing list and flood certification management	- Database LAN silo (FoxPro)	See above
Re-inspection system	- No tracking capability - Database LAN silo	- General adjusters re-key data multiple times - Manual tracking system between all Bureau and FEMA divisions
TRRP Cycle – Claims transactions	- See attachment	
Policy/Claims (PDC) system	- Limited access control	Can only create parameter-driven reports, not true ad hoc reports; manual manipulation is needed to customize reports.

NextGen Development Target Areas

- Eliminate database silos (Utilize the emerging enterprise data warehouse)
- Increase access to reports, lookups and true ad hoc reports for all stakeholders
- Implement tracking, logs and oversight for all applications
- Create Web-based, real-time applications for all client-based systems
- Eliminate re-keying of data
- Create front-end logic for all of the logic currently on the backend (TRRP edits)
- Implement seamless interfaces between all applications
- Make it easier for the end user to use

NFIP Bureau NextGen Production Architecture/Environment



Development Components - Expand on the Existing TRRP Edits with Enhanced Business-Driven Functionality

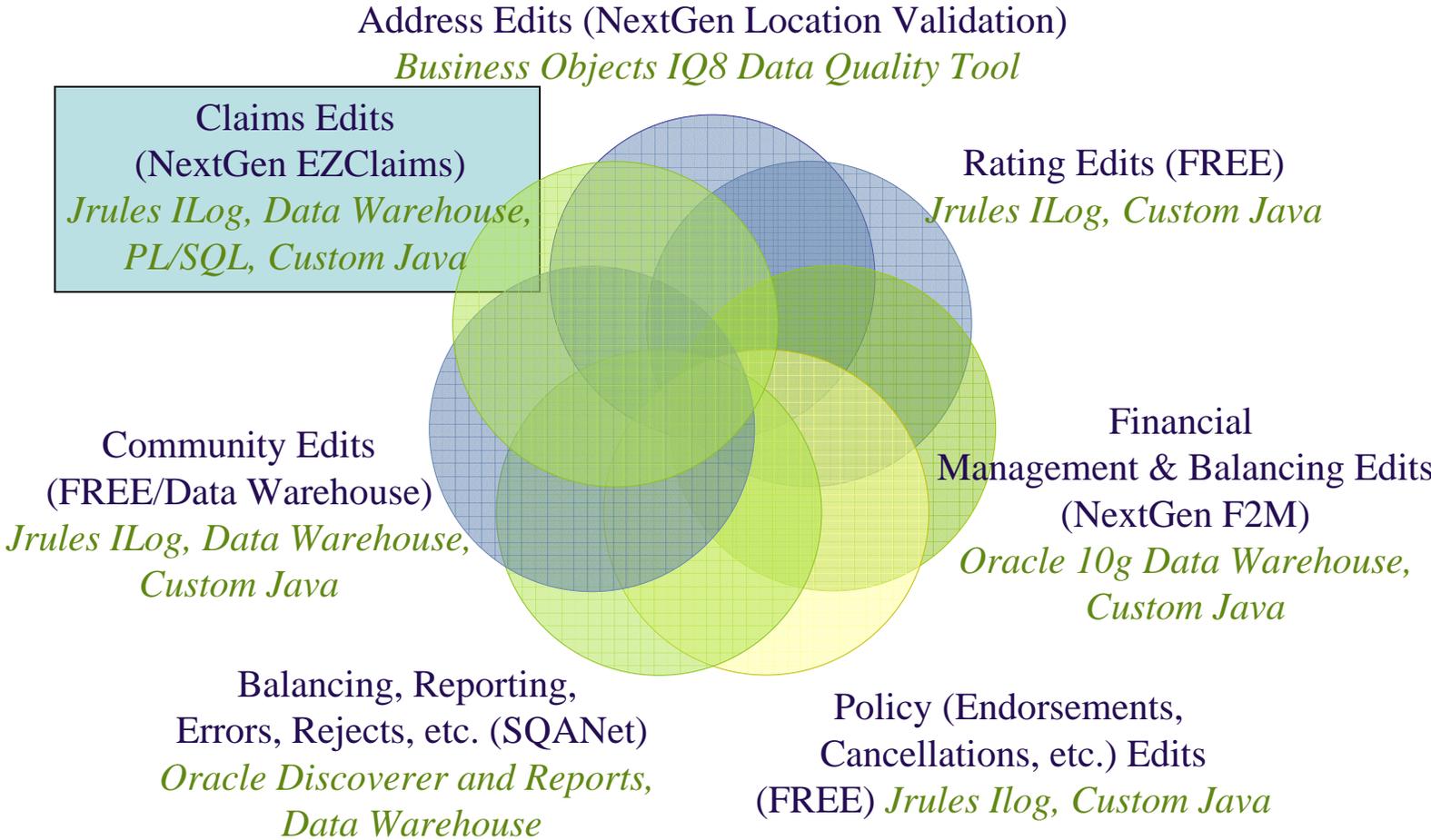


Figure C.2-1 NextGen Stakeholder Interaction Frequency and Methods

NextGen Application	Stakeholder Involvement				Transmission Methods			
	WYO Companies/ Vendors	States, Communities, Regions	NFIP Bureau/ Contractors	Frequency	Real-Time Person-to- Machine	Batch Machine-to- Machine	Web Services Machine-to- Machine	
NextGen Daily TRRP	Required	None	Required	Daily	⊖	⊕	⊖	
NextGen Portal	★	★	★	As Needed	⊕	⊖	⊖	
Location Validation	Optional	Optional	Optional	As Needed	⊕	⊕	⊕	
SQANet	Optional	Optional	Optional	As Needed	⊕	⊖	⊖	
Forms	Optional	Optional	Optional	As Needed	⊕	⊖	⊖	
Flood Rating Engine Environment (FREE)	Optional	None	Optional	As Needed	⊕	⊕	⊕	
Flood Financial Management (F2M)	Required	None	Required	Monthly	⊕	⊕	⊖	
EZClaims	Required	Optional	Required	Weekly	⊕	⊕	⊖	
Company Profile	Required	None	Required	Minimum Yearly, As Needed	⊕	⊖	⊖	
Admin Console	Optional	Optional	Required	As Needed	⊕	⊖	⊖	
AW-501	None	Required	Required	As Needed	⊕	⊖	⊖	
★ The NextGen portal is optional, however it serves as the gateway to other NextGen applications.							⊕ YES	⊖ NO

ezClaims Application Overview

- ezClaims is a one-stop shop for NFIP stakeholders to view, edit, and/or pre-process disaster, adjuster and NFIP claims data.
- Authorized and authenticated WYO company, Vendor, Bureau, Adjuster, Servicing Agent, and FEMA users will have access to role-based ezClaims modules.
- Alignment with NextGen Modernization Goals
 - Improve communications between FEMA, Bureau and WYO companies
 - Provide the right data to the right person at the right time
 - Improve Bureau and FEMA monitoring of WYO company claims data, while maintaining integrity and timeliness of submissions

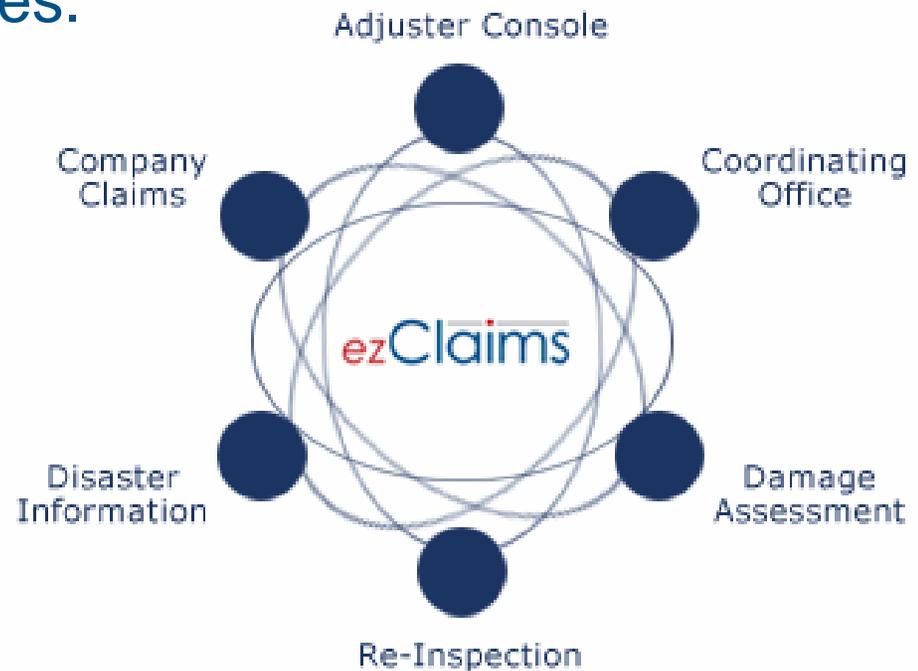
Goal: Create effective and efficient claims management business processes.



FEMA

ezClaims Application

- The ezClaims application has 6 business-driven modules.
 - Company Claims
 - Disaster Information
 - Claims Coordinating Office
 - Re-Inspection
 - Damage Assessment
 - Adjuster Console



ezClaims Company Claims uses the same edits as the TRRP Cycle edits!



FEMA

Claims Data Management - Benefit



ezClaims Modules

- **Company Claims** module is a Web-based tool to validate and track open claims for WYO companies and vendors. This will replace QuickClaims Reporting. Users include WYO companies and vendors.
- **Disaster Information** is a self-service module that allows approved users to enter FICO, ACO, CAT, JFO and FRO information. This information will be broadcasted and used to assist victims during disasters. Users include WYO companies, vendors, FEMA, Bureau, and the Servicing Agent.
- **Claims Coordinating Office** module matches flood and wind policy data and assigns a single adjuster during events. Users include the Bureau Claims staff.
- **Re-Inspection** module is a Bureau Claims and General Adjuster tool to manage and track the entire lifecycle of a flood re-inspection. Users include FEMA, Bureau and General Adjusters.
- **Damage Assessment** module allows validated adjusters to enter data on potentially substantially damaged losses. Users include Adjusters, Bureau and FEMA Claims staff.
- **Adjuster Console** module allows Flood Certified Adjusters to manage their professional information to be able to report substantially damaged structures and share inspection data. Users include Flood Certified Adjusters and Bureau Claims staff.



ezClaims – Company Claims

- Description
 - NextGen ezClaims – Company Claims is a secure, Web-based application that allows WYO companies or their vendors to submit recent claims records via the Internet or batch files. ezClaims will auto-populate policy statistical data from Data Warehouse (daily TRRP cycle submission).
 - ezClaims will allow each WYO company or their vendor to enter, validate and download auto-populated Preliminary & Final reports.
 - The system will automatically perform random selections of properties for re-inspections, populating the ezClaims Re-inspection module for assignment to General Adjusters.
- *Bureau System Linkage: This system will replace QuickClaims Reporting System.*
- Users include WYO companies and vendors.

Goal: Minimize impact to WYO companies and/or their vendors.



ezClaims – Company Claims Decisions

1. Does the daily TRRP cycle submission eliminate the need for ezClaims Company Claims?

- ezClaims Company Claims Business Need
 - Randomly Select Re-Inspection Sample Set
 - Better Claims Estimation Reports

2. Interim Solution

- If WYO companies are not yet on daily submission for the TRRP cycle, what is the timeframe in which they will need to submit ezClaims Company Claims? Weekly or daily?

ezClaims – Company Claims Decisions (Cont.)

3. Flat file submission layout - Should we keep it the same as the existing Quick Claims layout?
4. Company Claims will be returning upfront edits to WYO companies. What format should this be sent back in? Report? Flat File?
5. What type of user do you see using this module?
6. How would you like to manage access control?
7. Would you like users to be able to search on TRRP-reported or Company Claims data in order to be able to print out auto-populated Preliminary and Final reports?

ezClaims – Disaster Info

- Description
 - NextGen ezClaims – Disaster Info is a secure, Web-based, self-service module where approved users can enter FICO, ACO, CAT, JFO, CCO and FRO disaster information.
 - This information will be broadcasted and used to assist victims during disasters. Data will be saved in the data warehouse and can be activated online with the click of a button. This module contains brand new functionality.
 - FICO, FRO and CCO – entered by Bureau
 - ACO – entered by the Servicing Agent
 - CAT – entered by WYO companies
 - JFO – entered by FEMA
- *Bureau System Linkage: This system will replace the FICO system.* This module contains brand new functionality.
- Users include WYO companies, vendors, FEMA, Bureau, and the Servicing Agent.

Goal: Increase communication with all stakeholders when they need it. Provide the right data to the right person at the right time.



FEMA

ezClaims – Disaster Info Decisions

1. CAT Data

- A. Will WYO companies and vendors have any problems entering their disaster information in a timely manner?
- B. Are there any privacy issues with making this data available to FEMA, Field Personnel or the Policyholder?

2. Paperless Notification Environment

- A. For the FICO Data, the Bureau currently sends out a FICO Notification Number and date ranges.

Can WYO companies and vendors now go paperless for the FICO Notification process? The Bureau can post the e-letters on SQANet, ezClaims dashboard and email to the designated POCs.

- B. How often would WYO companies like to be notified of changes to FICO dates? This may happen multiple times.
- C. Can the Bureau go paperless for all FICO, FRO and CCO notifications?

Goal: Streamline notification in a paperless environment.



ezClaims – Claims Coordinating Office (CCO)

- Description
 - NextGen ezClaims – CCO is a secure, Web-based module where approved CCO users can search and match state windpool and flood insurance policies. These policies are assigned to a single adjuster within the first few hours of a disaster.
 - Data will be saved in the data warehouse. This Web-based module will have access to up-to-the minute flood insurance data, and increased searching & matching capabilities.
- *Bureau System Linkage: This Web-based module will replace the client-based CCO system. This module contains brand new functionality.*
- Users include the Bureau Claims staff.

Goal: Increase communication with all stakeholders when they need it. Provide the right data to the right person at the right time.



ezClaims – Claims Coordinating Office Decisions

1. Paperless Notification Environment - Can the Bureau go paperless for CCO notifications?
2. What are the WYO company requirements for the CCO system?

Goal: Streamline notification in a paper-less environment.



FEMA

ezClaims – Re-Inspection

- Description
 - NextGen ezClaims – Re-Inspection is a secure, Web-based module for Bureau staff and General Adjusters to manage and track the entire lifecycle of a flood re-inspection.
 - Bureau users can search, assign, track and enter in re-inspection data. This application will generate re-inspection reports for FEMA.
 - Data will be saved in the data warehouse.
 - This module contains brand new tracking, assignment and reporting functionality.
- *Bureau System Linkage: This web-based module will replace the LAN-based Re-inspection system.*
- Users include FEMA, Bureau and General Adjusters.

Goal: Streamline the Re-inspection process and return outcomes to WYO companies more quickly.



FEMA

Welcome to ezClaims
Re-Inspections!
Username

Getting Started...
-QuickStart

I want to...
-Create New Re-Inspection
-View Reports
-Add/Edit GA Info
-Add/Edit Adjusting Firm

Administration
-Change my Password
-View My Account

ezClaims Shortcuts
-ezClaims Home
-Coordination Office
-Disaster Info
-Company Claims
-Adjuster Console
-Damage Assessment

Filter By Assigned To WYO Company Re-Inspection Status Type FICO

Click on Re-Inspection Number to view details.

1,238 found, displaying 1 to 20 [First/Prev] 1, 2, 3, 4, 5, 6, 7, 8 [Next/Last]

Number	Property Address	City	State	Assignee	Type	Status	Company
--------	------------------	------	-------	----------	------	--------	---------

1299 1 Cecil St, Sumter,

test, test 1 Cecil St, Sumter,

test, test 1 Cecil St, Sumter,

test, testtest 1 Cecil St, Sumter,

1,238 found, displaying 1 to 20.[First/Prev]

ezClaims re-inspection

Work List | Enter New Re-Inspection | Reports | Back to NIPNextGen.com | Help | Logout

Identify Assign Re-Inspection (Page 1) Re-Inspection (Page 2) Re-Inspection (Page 3) Quality Review Completed

1. NFIP Re-Inspection Property Lookup - Enter in search data below.

WYO Company/Vendor: -Select- FICO: -Select-

Insured Last Name: Insured First Name:

Policy Number: Unit Number:

Property Street: State: -Select-

City: Zip:

Community Number (CID):

Date of Loss: -Select- -Select- -Select-

Claim Status: -Select-

Search Reset Cancel

2. Your Search Results - Click to View Policy and Assign GA.

Insured	Policy No.	Address	WYO Co.	Date of Loss	Claim Amount	FICO	Re-Inspection
John Doe	7878870999	123 M St, NW Washington, DC 22205	State Sunshine	01.19.07	\$5000.00	55556	GA Assigned
Mary Jane	787887888	122 M St, NW Washington, DC 22205	State Sunshine	01.19.07	\$6000.00	55556	None
Mary Jane	7878870000	123 M St, NW Washington, Apartment B; DC 22205	State Sunshine	01.19.07	\$150,000.00	55556	None

Note: NFIPNextGen.com scheduled system upgrade from 2:00 a.m. to 6:00 a.m. The system may or accordingly.

Note: NFIPNextGen.com scheduled system upgrades, patch management, and backups may occur nightly from 2:00 a.m. to 6:00 a.m. The system may or may not be available during this timeframe. Please plan accordingly.

© 2003-2007 NextGen Project Prototype & Pilot Program

© 2003-2007 NextGen Project Prototype & Pilot Program created for DHS FEMA Mitigation Division NFIP. All Rights Reserved.

This page

This page last updated:



ezClaims – Re-Inspection Decision

- If the daily TRRP is superseding the need for the Company Claims module, how should re-inspections be randomly selected?
- Can the WYO companies submit electronic, (and/or scanned-in) claims files, once the claim has been selected for re-inspection?

Goal: Provide the right data to the right person at the right time.



ezClaims – Damage Assessment

- Description
 - NextGen ezClaims – Damage Assessment is a secure, Web-based module that allows authenticated and validated independent adjusters to enter data on potentially substantially damaged losses.
 - Data entry will have front-end edits to ensure data quality. The system tracks the estimated damage amount and replacement cost. The data is also linked to policy data in the data warehouse, by a flag.
 - The data in the data warehouse will be used to generate reports via SQANet for FEMA Mitigation to support grant programs and the property buy-out program.
 - This module contains brand new search functionality and upfront edits to ensure data quality.
- *Bureau System Linkage: This Web-based module will replace the current Preliminary Damage Assessment system.*
- Users include independent adjusters, Bureau and FEMA Claims staff.

Goal: Increase communication with FEMA Mitigation to present the policyholder with options. Provide the right data to the right person at the right time.



FEMA

ezClaims – Damage Assessment Decision

- Independent adjusters are required to enter preliminary damage assessment data into the system within 24-hours of loss. These independent adjusters adjust for multiple WYO companies, where they have access to policyholder data. When they log into the ezClaims Damage Assessment Module, the adjuster will have a username and password, but the NextGen system will not be able to determine what data they are allowed to access.
- NextGen needs to provide upfront validations on the claims data that adjusters are entering into the system, so some data may need to be shared.
- If the data entered by the adjuster matches one-to-one with a policy in the data warehouse, then no data needs to be shared.
- If the data entered by the adjuster does not match one-to-one with a policy in the data warehouse, what data can be shared to ensure/validate the match?
 - NextGen can use the Location Validation application to verify a correct and valid address (no sharing of policy data).
 - If the adjuster can provide policyholder name and policy number, can the NextGen system show the valid address from the data warehouse?
 - What are the possible solutions?
 - Or, if they are an “active” and Flood Certified adjuster, can they can see all data?

Goal: Increase communication.



ezClaims – Adjuster Console

- Description
 - NextGen ezClaims – Adjuster Console is a Web-based module that allows Flood Certified Adjusters to manage their professional profile information for their Flood Certification. Once they are in the system, adjusters will have a self-service console to edit their profile information, apply for qualification upgrades and view Bureau claims presentation information. This will be the one-stop shop for adjusters.
 - Once adjuster applications are approved and entered in the system, adjusters will gain access to the Damage Assessment module to be able to report substantially damaged structures.
 - Adjusters will be able to create and download their FCN ID card online.
 - Bureau personnel will enter and track adjuster firm and adjuster's inquires information. They will also be able to generate reports and letters.
 - The data in the data warehouse will be used to generate reports via SQANet for mailing lists, directories, etc.
 - This module contains brand new functionality.
- *Bureau System Linkage: This Web-based module will replace the current Claims Adjuster System (CAS).*
- Users include Flood Certified Adjusters and Bureau Claims staff.

Goal: Effectively manage independent adjusters.



ezClaims – Adjuster Console Decision

- NextGen would like to allow active independent adjusters to be able to download and print their own Flood Certification cards in read-only Adobe PDF format; are there any issues with this?

Goal: Effectively manage independent adjusters.



FEMA

PART II: EDG TRRP Data Focus

- **Part A: TRRP Database Edits**
 - Covered in EDG Meeting 2
- **Part B: TRRP Claims and Policy Business Edits**
 - This presentation will introduce the business edits, decision and potential solutions
- **Part C: TRRP Business Edit Change**
 - One TRRP Element Change: Cat Number

TRRP Business

- IT NFIP Modernization to the New NextGen Systems requires changes to the current TRRP submission, logic and error types
- Driving technical change agent/components
 - Daily TRRP cycle from monthly cycle
 - Reengineering mainframe logic to proven and up-to-date technologies, such as web services
 - Migrating from a hierarchical mainframe database to Oracle relational data warehouse

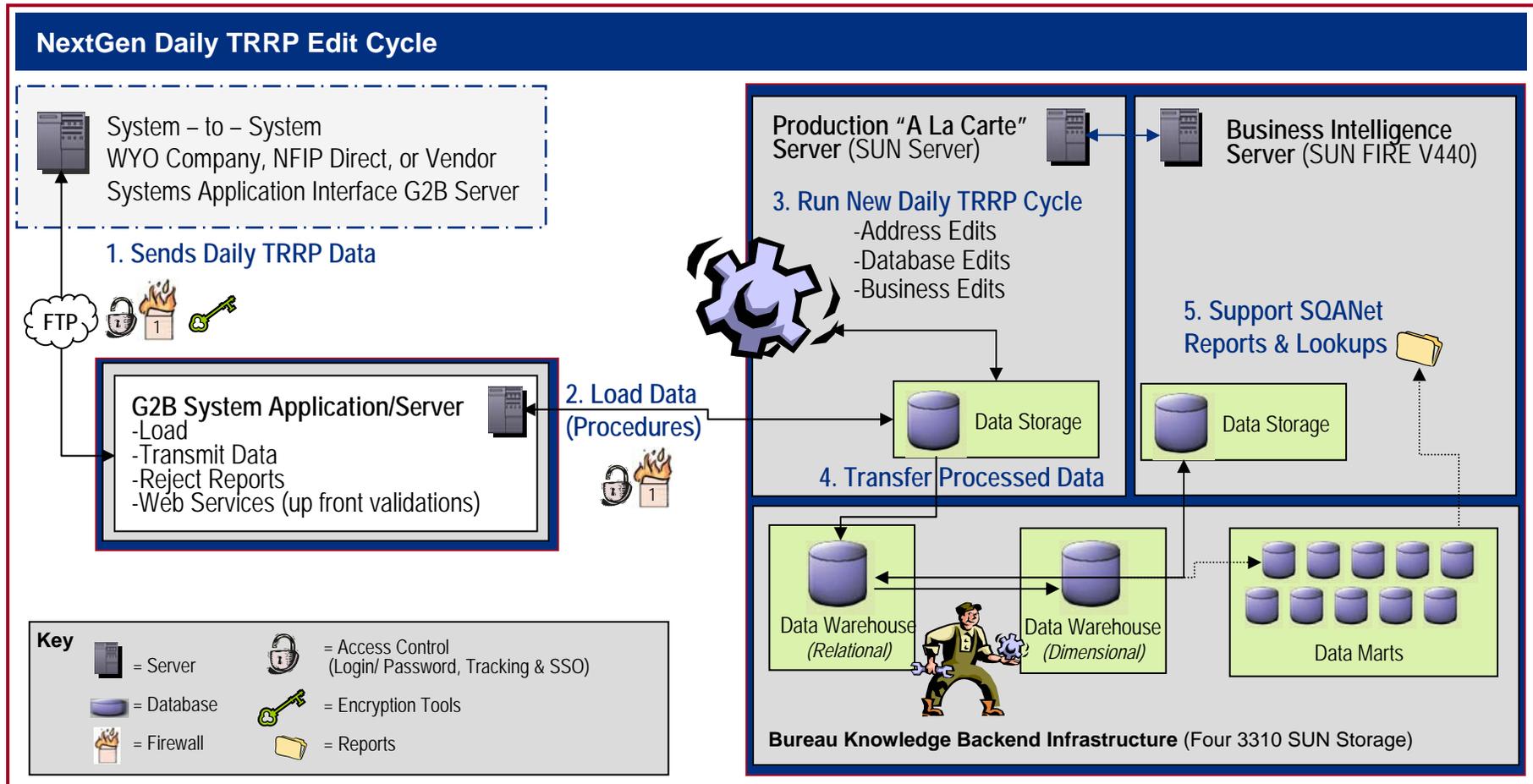


Goal: Minimize impact to WYO companies and/or their vendors



FEMA

NFIP NextGen Bureau Production Architecture/Environment



High-Level Daily TRRP Edit Cycle Workflow

- WYO Company or Vendor securely sends Daily TRRP Data to NextGen's FTP Server
- Data is loaded into the NextGen Staging Data Warehouse
- Data is processed through the NextGen Daily TRRP Cycle
- Processed Daily TRRP data is transferred into the Core Data Warehouse
- Data is moved into Data Warehouse Data Marts to support SQANet Reporting and Lookup generation



- **Part B: TRRP Claims and Policy Business Edits**
 - A “Business Edit” is the TRRP logic that validates TRRP records. A business edit may yield a critical errors or be error free. The business edits are listed in the TRRP Manual/Edit Specs Documentation.
 - This decision relates to only 250 TRRP data elements (see supporting documentation).
 - Examples
 - “Contents Claims Payment (ACV)” – for a loss may not be less than zero.
 - “Date of Loss” – Must be within a Policy Term.
 - “Property Zip Code” – Zip Code is invalid
 - “Map Panel Number” – Map Panel Number Cannot Be Zeros Or Blanks.
 - This decision covers the Daily TRRP and ETL data (Data processed using the mainframe that will be absorbed in the new NextGen data warehouse.)



B. Business Edit Decision & Solutions

Solution	Benefits	Impacts
<p>1. Data Integrity Enforce Long - Standing TRRP Data Integrity Requirements for new NextGen and Mainframe Processed data</p>	<ul style="list-style-type: none"> -Improve Data Quality and Integrity - Better Analytical Reporting (business intelligence) 	<ul style="list-style-type: none"> - WYO Co. will need to comply to modified TRRP Requirements -TRRP Reporting reflects only valid data -WYO Co. will be responsible for accurate & clean data. Critical errors will remain critical, but the file will also be rejected.
<p>2. Status Quo</p>	<p>No Change</p>	<ul style="list-style-type: none"> -No Improvement to Data Quality/Integrity -As-is Analytical Reporting
<p>3. Hybrid Analyze TRRP Elements and reject only some critical errors and not others based on analyses and tests.</p>	<ul style="list-style-type: none"> -Limited Data Improvement, better than status quo -Lower impact than Option 1 for WYO Co. -Quality/Integrity -Better Analytical Reporting 	<ul style="list-style-type: none"> - WYO Co. will need to comply to modified TRRP Requirements -TRRP Reporting reflects only valid data -WYO Co. will be responsible for accurate & clean data. Critical errors will remain critical, but the file will also be rejected.

1. Data Integrity Solution

- **Scenario:** The NextGen system processes TRRP data elements through the TRRP business edit process. Records will be either clean and “error free” or incorrect and stamped with a “critical error.”
 - Error Free (Accurate/correct) data elements will be committed to the data warehouse
 - Error (Inaccurate/Incorrect) data record will be rejected
 - NextGen will utilize a “Fail” action instead of “Update” action for database edits.
 - These errors are currently critical errors.
 - The WYO company will have to fix this error before any other transaction can occur on this record.
- **Benefit:** Improved Data Integrity
 - Reporting is performed only on valid and “accurate” data
 - Data will not be “excluded” in parameter-driven reports (business intelligence)
 - Daily TRRP communications will help minimize errors to improve company standings



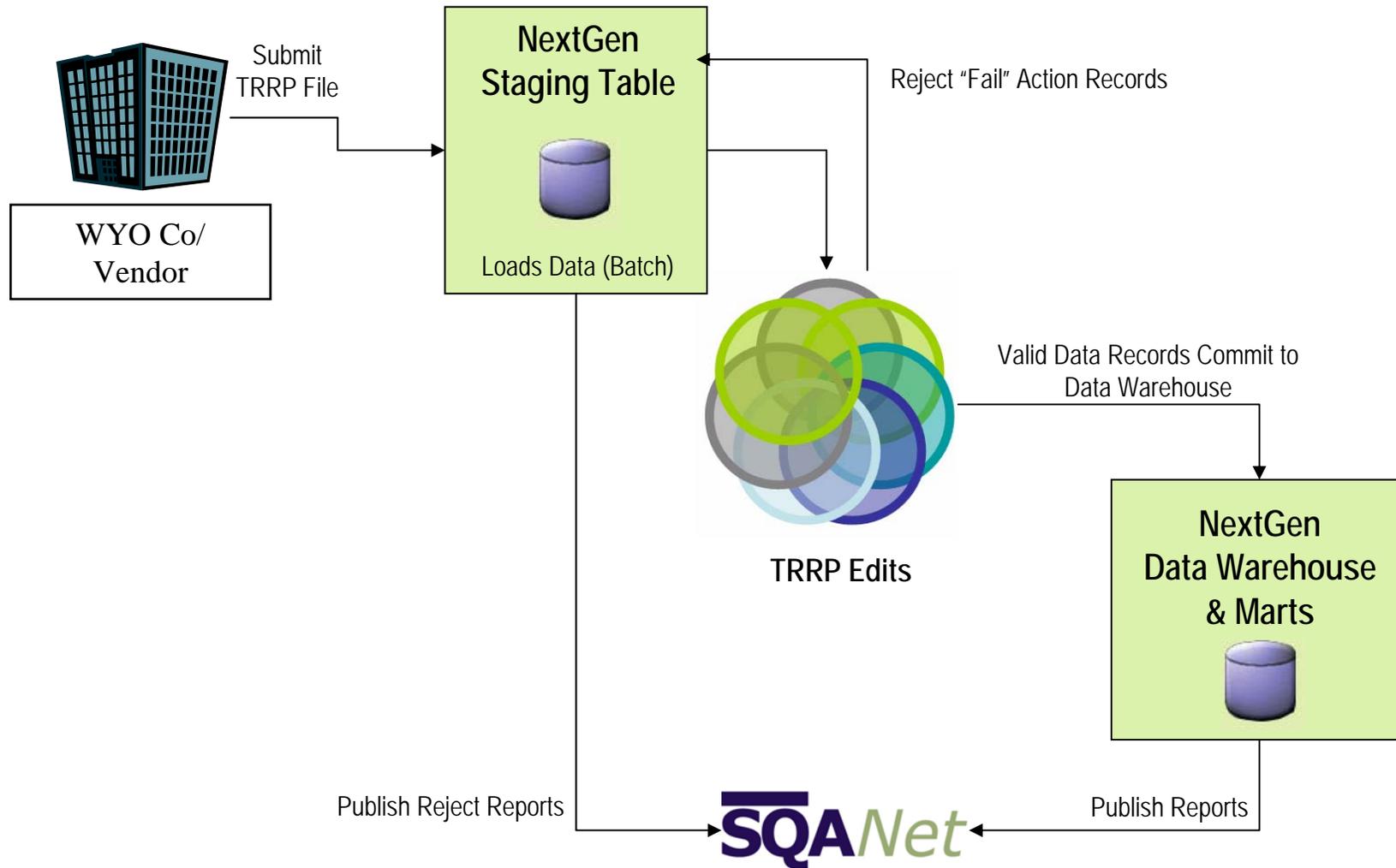
Data Integrity Solution (Continued)

- **Impact:**

- WYO companies will continue to be responsible for their data submissions.
 - They will have to resubmit failed records.
 - This may increase rejects and possible reject/error counts, if transactions are submitted on records that have “failed” and have not be resubmitted.
 - This puts the burden on the WYO company to submit correct and accurate data. FREE, Company Claims and Location Validations will be available to the companies for upfront edits and validations as a preventative measure.
- Minor changes in the “NFIP TRRP Edit Specification for the WYO Company” document will be made to clarify the enforced changes



Data Integrity Solution (Continued)



2. Status Quo Solution

- **Scenario:** The NextGen system processes TRRP data elements through the TRRP business edit process. Records will be either clean and “error free” or be incorrect and stamped with a “critical error.”
 - Error Free (Accurate/correct) data elements will be committed to the data warehouse
 - Error (Inaccurate/Incorrect) data elements will be committed to the data warehouse
- **Benefit:** No Change
 - No improvement to data quality
 - No improvement to reporting
- **Impact:** No Change

3. Hybrid Solution

- **Scenario:** Review the business edits to determine which edits are important for FEMA reporting needs. Also review the data to ensure it is the lowest impact on the WYO companies to enforce.
 - The analyses would have some data elements that would be treated as scenario 1 “data integrity” and others as scenario 2 “status quo.”
- **Benefit:** Improved data integrity with some data elements without impacting to WYO companies greatly.
 - Reporting is performed only on valid and “accurate” data for the most important data elements
- **Impact:** WYO companies will continue to be responsible for their data submissions.
 - They will have to resubmit failed records.
 - This may increase rejects and possible reject/error counts, if transactions are submitted on records that have “failed” and have not be resubmitted.
 - This puts the burden on the WYO company to submit correct and accurate data. FREE, Company Claims and Location Validations will be available to the companies for upfront edits and validations as a preventative measure.
 - Minor changes in the “NFIP TRRP Edit Specification for the WYO Company” document will be made to clarify the enforced changes



- **Part C: TRRP Business Edit Change**
 - Change catastrophe number reporting to “Yes” or “No” instead of the actual catastrophe number
 - New NextGen logic
 - If yes, the system would compare the date of loss, state and community with the accurate catastrophe number
 - If no, no catastrophe number would be associated
 - Impact: Minor change for WYO companies
 - Benefits:
 - Standardization for associating catastrophe numbers
 - Increase data quality for reporting

Options are to change the catastrophe reporting or not.

