



National Flood Insurance Program

Claims Management Application

An Introduction to NextGen Claims Reporting,
Monitoring and Oversight



FEMA

NextGen

FM₂

FREE

forms

SQA^{Net}

AW-501

LOCATION VALIDATION

ezClaims

Data warehouse

TRRP DAILY CYCLE

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NextGen 002 4/07

ezClaims

Definition: ezClaims – (ee-zee klams)
n. ezClaims; NextGen's Flood Insurance Claims
Application

ezClaims is an application where National Flood Insurance Program (NFIP) stakeholders can submit open claims, independent adjuster, and NFIP disaster information, and track claims re-inspections. ezClaims is composed of modules that provide access to different components of the claims management process.

ezClaims is secured and customized for every user, facilitating access to functions required by each authorized user. ezClaims is a FEMA-owned application developed under the NextGen Project that will serve as the primary flood insurance claims management application for the NFIP.

NextGen ezClaims

ezClaims provides a one-stop shop application for NFIP stakeholders to input, view, validate and manage NFIP insurance claims, disaster information, re-inspections and flood certified adjuster data. ezClaims is comprised of six modules, as shown in the image below. ezClaims modules are available to authorized and authenticated users based upon a user's business need and role. Each module provides access to specific business-driven features designed to facilitate reporting, monitoring and workflow management of NFIP claims-related information.

NFIP stakeholders have the opportunity to use and test ezClaims during its pilot program. ezClaims is available to stakeholders through several service-oriented options, including real-time Internet portal and batch modes.



The six ezClaims modules are listed below.

- Company Claims
- Disaster Information
- Coordinating Office
- Re-Inspection
- Damage Assessment
- Adjuster Profile

ezClaims Modules

Company Claims module will replace the QuickClaims Reporting System. Write Your Own (WYO) companies, the NFIP Servicing Agent, and vendors will be required to use this batch-processing module to submit open claims transactions data on a weekly basis until the NextGen Daily TRRP operations begins.

Disaster Information is a self-service module that allows approved users to enter and manage flood disaster-related data. NFIP Bureau and Statistical Agent (Bureau) users will be able to enter, update and disseminate Flood Insurance Claims Office (FICO) numbers, FICO date ranges, FICO and Field Response Office (FRO) addresses, point of contacts and other related information. WYO companies will be able to enter in catastrophe (CAT) information, such as CAT center locations, operational dates, claims toll free numbers and other related information. FEMA and the NFIP Servicing Agent will be able to do the same for Adjuster Control Office (ACO) and Joint Field Office (JFO) data.

This information will be shared between FEMA and other stakeholders to assist NFIP disaster operations. Users include WYO companies, vendors, FEMA, Bureau and the NFIP Servicing Agent.

Coordinating Office module is a tool to match NFIP flood and state wind pool insurance policies during flooding events to be able to assign a single adjuster to adjust both wind and flood damage. This only occurs in pre-determined states. Users are the Bureau Claims staff.

Re-Inspection module is a Bureau Claims and General Adjuster tool to randomly select, manage and track the entire lifecycle of a routine flood re-inspection. ezClaims Re-Inspections will also be used for special assist, congressional and other re-inspections. Users will be able to disseminate reports, letters and data on the fly. Users include FEMA, Bureau and General Adjusters.

Damage Assessment module allows validated adjusters to submit data on potentially substantially damaged losses. This web-based Preliminary Damage Assessment form allows users to enter and view their submissions. Users are Adjusters, Bureau and FEMA Claims staff.

Adjuster Console is a self-service module for Flood Certified Adjusters to enter and manage their professional information, such as address, phone numbers, flood certification applications, and yearly claims workshop training credits. All submissions are routed to the Bureau for approval. This one-stop shop for certified adjusters will also allow users to print their adjuster card, view claim workshop dates and announcements. Users are Flood Certified Adjusters and Bureau staff.

Getting Started

The NextGen project is conducting a pilot program for ezClaims starting in the Summer 2007. Intended users may request a NextGen Account at www.nfipnextgen.com. All requests go through an approval process by FEMA and, if applicable, a company. The approval process takes approximately ten business days.

Authorized users will receive an e-mail with NextGen Account information, which provides access to their approved NextGen pilot programs. NextGen QuickStarts are user guides to help users get started with the applications. The ezClaims QuickStart will be published when the application is made available to the pilot program.

The NextGen Project

The NFIP Modernization Project, known as the NextGen Project, is a full lifecycle technology modernization effort focused on providing business-driven solutions for the Bureau using state-of-the-art, industry-proven technologies.

The principal NextGen Project goals are to improve Bureau and WYO company processes to benefit all NFIP stakeholders, while achieving more efficient and effective program operations. Modernization is critical to ensuring the continued success of the NFIP's insurance and mitigation functions. For more information on the NextGen Project, explore the NextGen Portal at www.nfipnextgen.com. The About NextGen link contains a wealth of information on the modernization effort.

Feedback

We encourage you to explore all of the pilot applications. Feel free to provide feedback by sending e-mail to nextgen@ostglobal.com or calling our pilot program coordinator at (202) 467-7602.