

Who Benefits from Benekiva's Portal360

Agents, beneficiaries, and claims associates all benefit from Benekiva's revolutionary Portal360 product

Portal360:

Revolutionizing Insurance Claim Processes with Cutting-Edge Insurtech Solution

Portal360, a groundbreaking product that transforms policy intake and beneficiary claim processes. Designed with innovation and customer-centricity in mind, Portal360 modernizes the way carriers manage their operations, delivering enhanced transparency, efficiency, and customer experience.

Portal360, provides a comprehensive, product-agnostic solution that empowers claimants to effectively manage their claims. This all-in-one portal enables claimants to seamlessly submit claims, monitor their progress, and engage in direct communication with their insurance company whenever necessary. By consolidating these essential functionalities, Portal360 streamlines the claims process, fostering transparency and significantly improving the overall customer experience.



Comprehensive view of claims and policy data



Enhanced customer experience



Efficient claim management



Streamlined processes



Improved customer experience



Secure stakeholder collaboration



Effective claims management



Real-time visibility



Enhanced service management



Minimized errors



Improved efficiency



Centralized hub

Key Features of Portal360

Holistic Claim Management

Portal360 offers a 360-degree view of claims and policy data, allowing carriers to deliver hyper-personalized service from claim intake to disbursement. Our cloud-based solution seamlessly integrates with existing systems, streamlining processes, reducing time and cost, and ultimately increasing claimant satisfaction.

Configurable Hub

Portal360 serves as a centralized dashboard, providing claimants and stakeholders with a localized area to access notifications, statements, correspondence, and complete transactions securely. Associates can upload required documentation, set up electronic fund transfers, update contact information, and even chat with agents, all within the Portal360 interface.

Collaborative Stakeholder Engagement

Portal360 accommodates any third-party stakeholder, such as physicians and long-term care facilities, to securely collect information for claimants. It empowers agents to better serve their clients by managing claim requests, receiving correspondence and statements, and streamlining communication throughout the claims process.

Unparalleled Value and Flexibility

Portal360 represents a seamless blend of human interaction and automation, revolutionizing policy intake and beneficiary claim processes. Our platform empowers carriers to streamline operations, reduce errors, and enhance customer experiences. Through our proprietary Data Configurator and flexible API, carriers can seamlessly integrate our solutions into their existing systems, regardless of format or complexity. At Benekiva, we are committed to delivering exceptional value to each customer, ensuring their operations are optimized while maximizing value. Portal360 can be seamlessly integrated into existing carrier operations or utilized as a standalone product.

About Benekiva

Benekiva is at the forefront of revolutionizing insurance claim operations through product-agnostic and customer-centric technology-enabled solutions. Our seamless integration capabilities allow us to connect with any legacy system, policy administration system, or third-party administrator, ensuring smooth and efficient data exchange. Our proprietary data configurator simplifies implementations by accepting data in any format, simplifying the process for carriers.

By partnering with Benekiva, our customers have experienced significant benefits*:

- Nearly 74.7% overall claims operational efficiencies
- An average of 40% increase in claims efficiencies, staff capacity, policy issue counts, and claims processed volumes
- Reduced claims and servicing call volumes, resulting in 1 million minutes saved on complex projects
- Almost 75% reduction in cycle and processing time
- Increased after-hours transaction capability, up to 34% of business
- Optimized interest calculations, saving an average of 40 hours per week

*All anticipated outcomes are based on past client experiences and may vary depending on individual carrier circumstances.

