

CAPITA



e-Claim is made affordable

Thought you couldn't afford e-Claim software? Well think again.

E-Claim from Capita is a new software application for benefits developed to meet your needs. It provides you with an online claim solution delivering the functionality your claimants need, at a price that makes sense to you.

The e-Claim software application is accessible from your local authority's website as well as via your intranet and mobile devices. Your visiting officers and customer service staff can easily help claimants complete their claim over the phone, as part of a home visit or community surgery. With your staff on hand during the form completion, it ensures a completed claim is more likely to be submitted correctly the first time.

The form is simple, clear and intuitive, guiding the claimant step-by-step through the process of claiming, with hints every step of the way. The electronic claims can be saved and stored part way through allowing the claimant to return to complete and submit their form at a later opportunity.

An early screen identifies factors that might prevent your citizen qualifying by checking capital, rent liability, student status etc, and warns them they might not qualify. This saves the claimant from going through the entire process before finding out they are not entitled to make a claim.

E-Claim from Capita offers many advantages to the citizen over the traditional paper-based process:

- **Increases the overall accuracy of the claim** – claimants are prompted to provide accurate information every step of the way
- **Increased accessibility with large text options** – with simplified steps and online form's general ease of use
- **Improves customer experience** – customisable options allow you to present plain English descriptions of incomes, allowances, person types, etc.
- **Faster response to claims** – claims instantly update the back office via the e-store so the time taken to complete the assessment and advise the outcome is much faster compared to using paper-based forms
- **Increases accuracy and reduces the number of questions to be read** – questions are generated by reference to previous responses; thereby ensuring claimants are only asked what is relevant to their situation.

E-Claim from Capita offers your local authority a number of benefits too:

- Automated process transmits claims instantly and securely into your Benefits back office system from Capita
- Reduces errors in keying data
- Improves value for money service to your citizens
- Reduces paper, printing and postage costs, and environmental impact
- Eliminates expensive and time-consuming data entry tasks and reduces the time taken to process claims. You no longer have to pay professional benefits practitioners to spend a large portion of their time simply keying in data
- Increases take up of channel shift by simply enabling claims by phone, internet or intranet.

The screenshot shows a web interface for declaring capital. The main heading is "Please tell us about any savings, bank accounts or other investments that you have". Below this is a question: "Do you have any capital, for example savings, money in bank accounts, or other investments?" with "Yes" and "No" radio buttons. A table lists three capital items:

What is the capital item?	How much is the capital worth?	
Bank Account	1234.98	Delete this capital item
Shares	100.00	Delete this capital item
Premium Bonds	1000.00	Delete this capital item

Below the table is a button "Add another item of capital". At the bottom of the form are buttons for "Previous page", "Save and return later", and "Continue".

E-Claim from Capita still includes all of these:

- Local scheme and backdating requests are catered for
- Details of local verification criteria
- Information about anti-fraud policies.

Rest assured, none of the traditional options are lost.

To find out more about e-Claim from Capita and to request a demo, please contact your Capita account manager or email cssenquiries@capita.co.uk