CCC® SUBROGATION WORKFLOW Documentation

CCC will provide CUSTOMER with, or with access to, the CCC Subrogation Workflow Services, which include:

Smart Workflow Routing	Subrogation opportunities are placed into work queues for review by subrogation analysts based on customer's business rules and optionally based on subrogation probability scoring provided by customer or CCC Subrogation Detection, if licensed, and assigned to a user using customer's business rules including workforce availability and user skills.
Concise Claim View	Allows viewing of subrogation opportunities. Views can be configured by customer for each line of business.
Correspondence Hub	Provides a workspace to facilitate negotiation of subrogation claims as follows: organizes messaging and activities between customer and third parties; records each message (and/or email, if opted in) as an activity; allows the viewing of activities associated with a given subrogation opportunity; allows authorized users to configure letter templates and send outbound subrogation demands manually or automatically.
Essential Dashboards and Reports	Allows the generation, viewing, and exporting of reports about individual, group, and organizational statistics related to the use of CCC Subrogation Workflow to triage subrogation opportunities for potential pursuit.
Third Party Weather Data	Allows authorized users to view weather information within the occurrence zip code at the time of loss, and the prior twenty-four (24) hours of weather on an hourly basis.
Subrogation Rules	Allows authorized users to view subrogation rules and statutes in a given state, as provided by a third-party law firm.
Demand View	Allows the creation and sending of subrogation demands and offers to an adverse third party, based on a customer's configuration, and provides a workspace for authorized users and third parties to facilitate negotiation. Allows authorized users to invite, register and authenticate adverse third-party users, so those authorized third-party users can access the Subrogation Hub subject to the customer's configuration, review subrogation demands and associated documents within the Subrogation Hub, and accept or send counter offers, documents, and messages. Creates audit logs of actions within Subrogation Hub. Allows authorized third-party users to submit counteroffers, as well as providing a view of historic offers and counteroffers.