

Using Predictive Review

Introduction **What is Predictive Review?**

Predictive Review is a CCC® Portal service that automatically scores estimates and generates a review recommendation ranging from Very Low to Very High. This recommendation can help you prioritize those estimates in need of review. Predictive Review can also determine whether a claim should be Auto-Approved and not reviewed by a reinspector.

How Does it Work?

Predictive Review expands CCC's Predictive Analytics model to include workfile estimate data in addition to the Audit Score that is already generated.

This modeling can then be used to determine the Auto-Approve and Reinspection rules that are set up during Implementation. These rules generate recommendations that can be used to route claims to Auto-Approve or to the appropriate reinspector (desk or field).

Predictive Scoring

Once the calculations are made, the system assigns a predictive score to the claim. This score is translated into a review recommendation, which can range from Very Low to Very High. Business rules determine which reinspector is sent the claim based on this review recommendation.

This job aid describes the Predictive Review process and contains images of what Portal users will see.

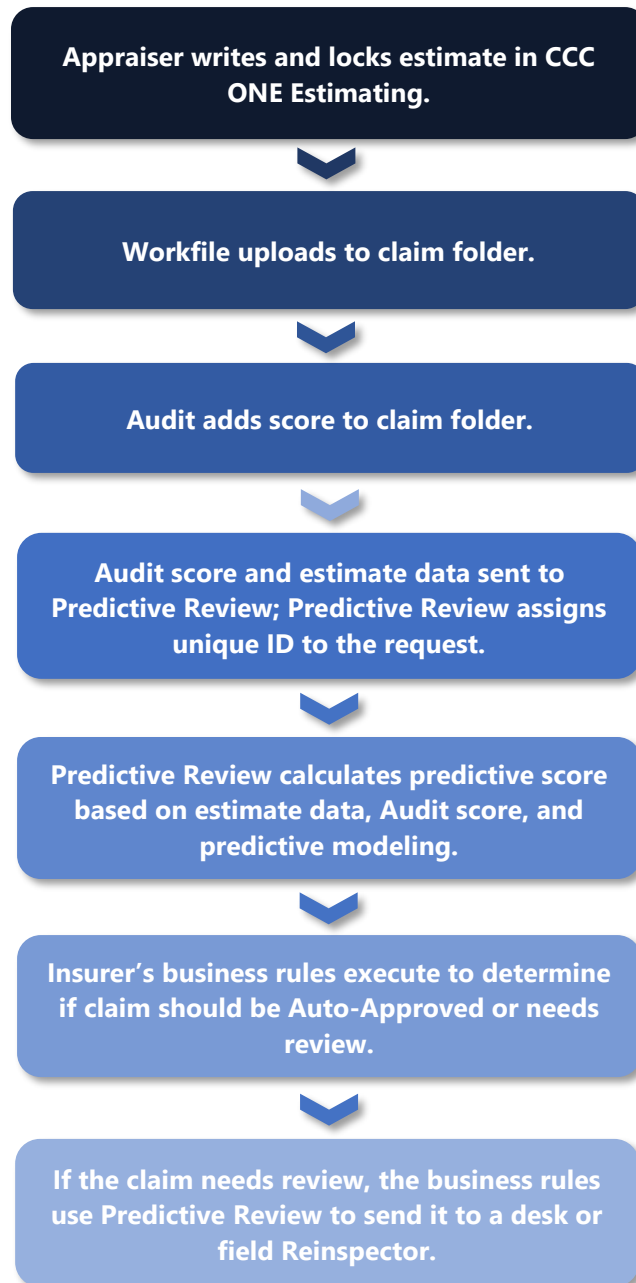


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Using Predictive Review, Continued

Predictive Review Workflow

This diagram illustrates the flow of data that drives Predictive Review.



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Using Predictive Review, Continued

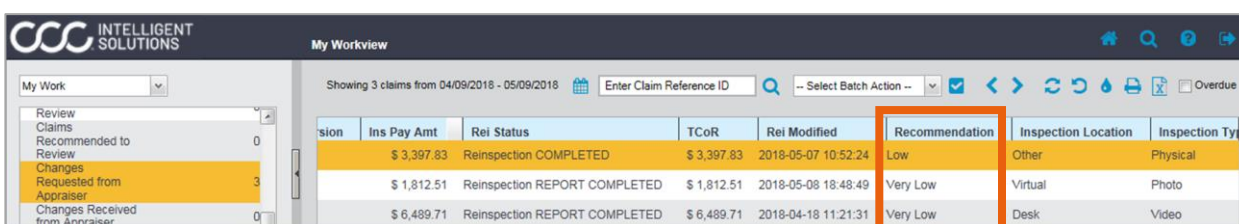
Predictive Review Workflow

Once the Business Rules are set up, claims are automatically routed to the appropriate Reinspector based on their Predictive Recommendation. The Predictive Review score displays in two locations:

- Under select worklists on the My Workview screen in the CCC® Portal (the worklists in which the Recommendation column appears are configurable by carrier)
- Under a claim folder's History tab

Worklist

The **Recommendation** column in which a Predictive Review recommendation appears can be added to desired worklists. This recommendation is based on a percentage score, and recommendation labels (e.g. Very Low) can be configured by carrier.

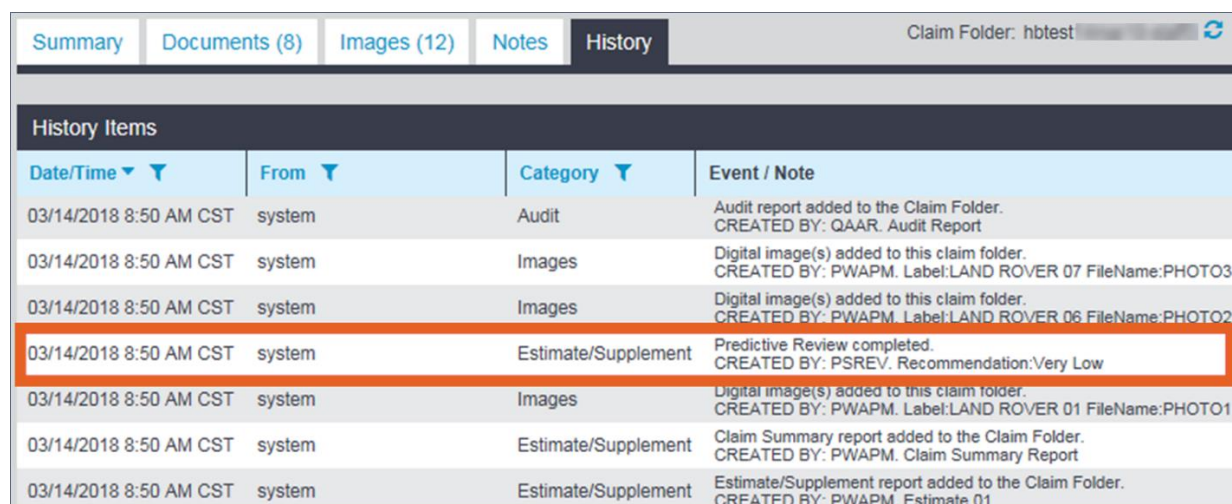


The screenshot shows the 'My Workview' interface. On the left is a sidebar with a 'My Work' dropdown and a list of worklists: 'Review Claims', 'Recommended to Review', 'Changes Requested from Appraiser', and 'Changes Received from Appraiser'. The main area displays a table of claims. The 'Recommendation' column is highlighted with an orange box. The table has columns: 'Ins Pay Amt', 'Rei Status', 'TCoR', 'Rei Modified', 'Recommendation', 'Inspection Location', and 'Inspection Type'.

Ins Pay Amt	Rei Status	TCoR	Rei Modified	Recommendation	Inspection Location	Inspection Type
\$ 3,397.83	Reinspection COMPLETED	\$ 3,397.83	2018-05-07 10:52:24	Low	Other	Physical
\$ 1,812.51	Reinspection REPORT COMPLETED	\$ 1,812.51	2018-05-08 18:48:49	Very Low	Virtual	Photo
\$ 6,489.71	Reinspection REPORT COMPLETED	\$ 6,489.71	2018-04-18 11:21:31	Very Low	Desk	Video

Claim Folder History

A record of Business Events can be found under a claim folder's History tab. A date/time stamp and the Recommendation are listed here.



The screenshot shows the 'History' tab of a claim folder. The top navigation bar includes 'Summary', 'Documents (8)', 'Images (12)', 'Notes', and 'History'. The 'History' tab is active, showing a list of 'History Items'. The 'Predictive Review completed' event is highlighted with an orange box. The table has columns: 'Date/Time', 'From', 'Category', and 'Event / Note'.

Date/Time	From	Category	Event / Note
03/14/2018 8:50 AM CST	system	Audit	Audit report added to the Claim Folder. CREATED BY: QAAR. Audit Report
03/14/2018 8:50 AM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label:LAND ROVER 07 FileName:PHOTO3
03/14/2018 8:50 AM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label:LAND ROVER 06 FileName:PHOTO2
03/14/2018 8:50 AM CST	system	Estimate/Supplement	Predictive Review completed. CREATED BY: PSREV. Recommendation:Very Low
03/14/2018 8:50 AM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label:LAND ROVER 01 FileName:PHOTO1
03/14/2018 8:50 AM CST	system	Estimate/Supplement	Claim Summary report added to the Claim Folder. CREATED BY: PWAPM. Claim Summary Report
03/14/2018 8:50 AM CST	system	Estimate/Supplement	Estimate/Supplement report added to the Claim Folder. CREATED BY: PWAPM. Estimate 01

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Next Step

If a Reinspection is required, use the Estimate Review link (1) in the Claim Folder's left side panel to complete the review (2).

Claim Folder Assignment Entry

Change Express Claims Status
Update Method of Inspection

Valuation
Request Valuation

Desk Review
Estimate Review (1)
Estimate Review Reinspection
Approve Days to Repair
Assign Myself

Date/Time	Appraiser	Status	Notes
04/18/2018 5:23 AM CST	REINSPECTORTWO, SALT	Reinspection	Created by Reinspec...
04/18/2018 6:21 AM CDT	REINSPECTORTWO, SALT	Reinspection	Line 2: REPLACE Roof p... hours are too high. Redu... Line 4: REPLACE RT Ro...
04/18/2018 5:21 AM CST	REINSPECTORTWO, SALT	Reinspection	Reinspection Report Cor...
04/18/2018 5:21 AM CST	REINSPECTORTWO, SALT	Other	Estimate Declined
04/18/2018 5:21 AM CST	REINSPECTORTWO, SALT	Reinspection	Reinspector has request...
04/18/2018 5:21 AM CST	REINSPECTORTWO, SALT	Estimate/Supplement	Line 2: REPLACE Roof p... hours are too high. Redu...

CCC INTELLIGENT SOLUTIONS Estimate Review

Combined View Estimate Audit Assignment Review (2)

Claim Reference ID: hbtest

Request Supplement [Go]

Reinspection Status	Report Complete	Estimate Version	E01	Appraiser Name	REINSPECTORTWO, SALT	Alias	SREINS2	Ok to Pay	Unknown
Audit Score	21	TCOR	\$6,489.71	Year/Make/Model	2004 RANG Discovery SE	BodyStyle	4D UTV	Odometer	
Performed	Before Repair	Assignment Type	Manual	Reinspection Type	PHYSI	Supp Status	Requested	Rental in Use	Unknown

Line	Operation	Description	Part Number	Qty	Price	Labor	Paint	Notes
1		ROOF			\$ 0.00	0	0	
2	REPLACE	Roof panel w/sunroof w/roof rack	LR061521	1	\$ 1,121.03	21	5.5	
3		Add for Clear Coat			\$ 0.00	0	2.2	
4	REPLACE	RT Roof rail	ASR1196	1	\$ 1,480.76	3.5	0	
5	REPLACE	LT Roof rail	ASR1197	1	\$ 1,480.76	3.5	0	