Ground Up SaaS Build

to revolutionize the claims processes aiding veterans with benefits.

Build Goals

- **ALLOW A HIGHLY CONFIGURABLE INTERFACE FOR USERS**

- **MOVE CLAIMS SEAMLESSLY BETWEEN DIFFERENT ORGANIZATIONS**

- **SUPPORT OVER 150 VA, DOD, AND STATE FORMS**

- **INCREASE "READY TO RATE" CLAIM PERCENTAGES**

BUILDING SOFTWARE THAT MAKES A DIFFERENCE

THE PROBLEM

The Veterans Administration had been mired for years in a complicated system that prevented veterans from quickly and easily receiving their much-needed benefits. However, in 2012 BeneVets, LLC, in collaboration with The Intellection Group, introduced a custom built software system that would revolutionize the development and submittal of benefits claims to help ensure veterans get the aid they'd earned.

Prior to BeneVets implementation, Veterans who were wounded or injured while on active duty could file a claim for disability compensation benefits with the U.S. Department of Veterans Affairs (VA). The VA then adjudicates the claim based on evidence submitted or subsequently gathered, a process that takes, on average, 12 months to complete. The claim is then either approved and benefits are rewarded or it is denied - in which case a veteran may appeal which generally takes 2-3 years.

This long, convoluted process meant that as few as about 5% of submitted claims were "ready to rate" (i.e., accurate, complete, and with all required documentation), resulting in a slow backlogged claims adjudication processes, costing everyone more money and maxing out many groups seeking to supply benefits to veterans in need.

THE SOLUTION

BeneVets founders Dave Bernard, Judy Chen, and Dr. Terry Egland, partnered with The Intellection Group to build a comprehensive system that allowed them to:
Increase the flow of "ready to rate" claims
Streamline intra-agency communication
Drastically increase the benefits veterans received

The Intellection Group was able to utilize its extensive build library to design a highly configurable, seamlessly integrated SaaS service for veteran service organizations (VSO) to utilize for claims submissions.

The BeneVets System improved the accuracy of applications and ensured that information is presented in a clear and consistent manner to significantly lower claims error rates and increase first-time approval rates. This, in turn, positively impacted veterans and their families by speeding up the claims adjudication process, increasing the claims approval rate, and increasing the per-claim award.

THE RESULTS

With this software packaged as a subscription service, BeneVets was able to increase "ready to rate" claims from 5% to 95% in most cases. This subsequently helped relieve many agencies, both state and national, by decreasing disapproved claims and creating the capacity to process past disapproved claims.

The system was implemented nationally by VSOs such as AMVETS and Military Officer Association of America (MOAA) and by state agencies such as the Virginia Department of Veteran Services (VDVS).

The immense success of the software provided veterans the hope they will receive the benefits they've fought for, and we at The Intellection Group were glad we could play our part.

Virginia Department of Veterans Services

BENEVETS EXCEEDS THE CLAIMS DEVELOPMENT AND CASE MANAGEMENT NEEDS OF THE VIRGINIA DEPARTMENT OF VETERANS SERVICES. IT HAS THE ADAPTABILITY AND FLEXIBILITY NEEDED FOR OUR CURRENT ORGANIZATION AND OUR FUTURE NEEDS. I HAVE LOOKED FOR A SYSTEM LIKE BENEVETS FOR 15 YEARS AND CAN'T IMAGINE A BETTER PRODUCT OR A MORE RESPONSIVE COMPANY THAN BENEVETS.

Paul Galanti
Commissioner,
Virginia Department of Veterans Services

LET'S TEAM UP

Contact Us ⟶