

FAQ's (Frequently Asked Questions)

General Topics

What is the Risk Management Information Services (RMIS) Division?

The RMIS Division of AIG General Insurance is a team of insurance and technology professionals dedicated to providing policyholders of AIG member companies with products and services to meet their information needs.

Are your products and services available to customers who do not have policies with member companies of AIG?

Our products and services are primarily offered as value-added services to brokers and insureds of the AIG® companies. Requests for products and services by non-customers of AIG® companies are handled on an individual basis.

What is your approach to handling "garbage in/garbage out"?

Our approach is proactive. RMIS has a team of Data Quality Analysts who are dedicated to checking data on reports and systems to ensure accuracy. They also work closely with our customers, claim offices and 800 reporting service to review reporting procedures and identify and resolve any problems at the source.

Can I convert my claims history from a previous carrier(s) for use with RMIS products?

Yes, electronic data conversion services are available. Upon receipt of a sample layout, we will provide a feasibility analysis and time and cost estimate.

Products & Services

What RMIS products are currently available?

RMIS offers an array of products and services in order to meet diverse needs. The IntelliRisk® suite of services is designed to help facilitate every step of the claim process. Customers can report a claim, find nearby medical care providers, review claim detail, generate management reports or communicate with claim specialists, RMIS experts, brokers and underwriters.

Can data be downloaded from IntelliRisk Advanced to other spreadsheets or other systems?

Yes. IntelliRisk Advanced has a direct link to text pages or Microsoft® Excel via "hot buttons" on various screens. From Excel, data can easily be saved into an ASCII format for integration with other systems.

Is international claim data available?

Yes. IntelliRisk Advanced provides the ability to view and report on international claim data. Financial information is available in 14 currencies. Foreign data can be isolated or combined with domestic data for a complete program analysis.

Is real-time data available in IntelliRisk NetSource®?

Yes, the majority of claim and payment data in IntelliRisk Advanced is real-time. Certain modules have month-end or prior valuation data available. Foreign data is updated monthly.

What hardware and software do I need to access IntelliRisk Advanced?

To access IntelliRisk Advanced, Internet access (either through an Internet service provider – ISP – or corporate Local Area Network – LAN) is required. For optimal performance, the following minimum requirements are recommended:

Minimum recommended specifications to run IntelliRisk Advanced

Please note that IntelliRisk Advanced response time will vary depending on your connection speed and memory capacity.

Applications used concurrently with NetSource will use available memory and may slow down response time.

- High-speed Internet access
- Intel® Pentium® processor with 128 MB memory
- CPU capable of running an Internet browser.
Please note Microsoft Internet Explorer 5.5(or higher). If you need assistance with browser installation, please contact your local technical support personnel.

Can I access IntelliRisk Advanced via my company's network?

Yes, with slight modifications to your corporate firewall, you can access IntelliRisk Advanced via your company's network. Generally, your company's Internet administrator makes this change.

What ISPs does IntelliRisk Advanced support?

IntelliRisk Advanced supports Internet Explorer 5.5 (or higher).

Support Topics

Is training provided for the IntelliRisk systems?

Yes. Two-day, onsite training upon system installation supports IntelliRisk Advanced. Annual regional training sessions are also conducted for IntelliRisk Advanced customers.

What about technical support?

Our Technical Services Group supports all RMIS products and services. Help Center coordinators and technical support analysts are accessible via a toll-free number (1-800-767-2524) and are available from 8 a.m. through 8 p.m., ET, Monday through Friday, to respond to any RMIS-related inquiry.

What additional support is available?

IntelliRisk Advanced is further supported by regional User Groups held annually, plus an online help facility and Start-Up Guide.

Will a representative be assigned to my account to assist with any RMIS needs?

Yes. A designated Solution Development Team supports all RMIS products and services. These insurance and technology professionals will work with you to help provide the right solutions to address all your RMIS needs.

Want to hear more?

For more information on RMIS or its products and services, contact us at:

RMIS – IntelliRisk Services
AIG General Insurance
5 Wood Hollow Road, Third Floor
Parsippany, NJ 07054
1-800-767-2524
E-mail: rmishc@aig.com