

Workers' Comp

New Account Maintenance Feature Now Available in Mitchell SmartAdvisor Platform

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2 MIN READ

Mitchell recently released Account Maintenance, a new feature in its SmartAdvisor bill review platform that boasts an upgraded configuration interface. The feature was specifically designed to improve efficiency and consistency for users responsible for configuring their unique systems settings within the SmartAdvisor application.

The Account Maintenance feature provides an efficient and consistent method for SmartAdvisor configurators to onboard new customers and arrange and maintain settings with ease. This feature provides the ability to configure across hierarchy, which helps users organize their business and make cascading edits across multiple levels, helping them avoid manual and repetitive configurations.

Account Maintenance is designed to provide a few key benefits for SmartAdvisor bill review configurators:

Efficiency

The hierarchical account structure included in the Account Maintenance feature provides configurators the flexibility to organize accounts by specific demographics and user preference, which can support quicker set-up times on a larger scale.

Users who participated in an early-adopter program for this feature have already reported efficiency gains—Account Maintenance users in this program said that they were able to configure a setting across all of their accounts in one to 10 minutes, a task that previously took most users about an hour to complete.

Consistency

Account Maintenance comes programmed with default setting values that users can update according to their preferences. Additionally, the interface for Account Maintenance allows for mass configurations in a hierarchical model to address redundant configurations, helping to provide consistency across accounts.

Ease of Maintenance

Through the same nature of the hierarchical account structure model, users are now able to see a holistic view of their account structure configurations at different hierarchical levels. Changes made to the settings are logged and viewable at the field-value level, which helps users audit and track configurations across multiple states and by line of business—a task that was cumbersome to complete previously.

Account Maintenance will replace the legacy Client Maintenance set up in SmartAdvisor. All current Mitchell SmartAdvisor bill review clients will be migrated to the new Account Maintenance feature on a scheduled timeline. New SmartAdvisor bill review clients and installations will automatically receive this feature. Contact your Mitchell client services manager for more information.



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