

Digital case processing with KLE

1. What is digital case processing with KLE?

It's case processing at the click of a button. Imagine your food being ready for you before you even order it.

KLE stands for Customer-integrated Service Process from Claim to Provision. This benefits standard enables the smooth exchange of data between insurers and insured organisations in the event of claims.

Thanks to KLE, all UVG, UVG supplementary insurance and daily allowance benefit cases can be processed completely digitally. KLE largely eliminates manual processes because it allows organisations to process cases directly in their payroll software. This significantly reduces operating costs and effort.

For more information visit swica.ch/kle

2. What are the advantages?

- Process benefit cases from start to finish directly in payroll software
- No need to manually enter most data, which means greater efficiency
- No additional tools are required – cases are processed directly in payroll software
- Easily transmit additional data on absences with a click of a button
- Directly transmit documents such as certificates of incapacity for work
- Immediately access information such as the case file number, status and provisional daily allowance rate
- View the current status of a claim at any time
- Fast, automated processing and payment of daily allowances
- Automated digital daily allowance statements that are available immediately and don't need to be sent by post
- Daily allowance data directly transferred to and processed in the payroll system
- Secure communication channel with accident and daily allowance insurer
- Allows traceability thanks to digital processes

3. How do I set up KLE digital case processing?

Notes on setting up KLE in your ERP system

- Setting up KLE is simple. The same mechanics as for electronic payroll reporting (ELM) are used. Directly in the ERP system, configure the connection to your insurer, and after successfully registering you can directly report cases via KLE.
- The requirements for using KLE are a Swissdec¹-certified ERP system ([go to list of providers](#)) and registration with Swissdec, which you can take care of directly in the ERP system.
- Please contact your ERP manufacturer regarding compatibility with KLE, registration and configuring the payroll data (same as for ELM), as well as training for using the ERP system.
- For payroll data configuration, please order a current insurance profile with SWICA ([order insurance profile – SWICA](#)). In your ERP system, for each employee, enter all of the relevant insurance codes from the insurance profile. If you already use ELM, then please check whether the configuration and the updated insurance profile still match. It's most likely that they do, but it's always best to make certain.
- As soon as you want to exchange information with us regarding UVG and/or UVG supplementary insurance or daily allowances, please let us know so that we can also take the necessary steps. Get in touch with your contact from benefits management or let us know that you're interested by completing the form at swica.ch/kle. We will then get back to you.

¹ Swissdec association swissdec.ch

Working with a broker or a trustee for the benefits processes

If you are working with a broker or trustee then you should also liaise with them.

- There are two potential scenarios:
 - 1) You grant your broker or trustee access to the KLE processing in your ERP system.
 - 2) 2. The case is processed in a KLE-compatible system provided by the broker or trustee.
- In scenario 1) no other steps are necessary as you give the broker or trustee access to the information.
- In scenario 2) we need a declaration of consent from you that the broker or trustee is permitted to view the data for the purpose of processing the case. You receive a template (declaration of consent for trustee) from us if you would like to go this route.

4. What should I do if I have any issues?

With regard to implementation and error reporting in your ERP system:

- We ask that you contact the advisor for your ERP provider.

With regard to technical case processing:

- For questions regarding daily allowance statements, status, daily allowance rates, etc. please get in touch with your contact for benefit cases at SWICA.

5. How do I report absences due to illness and accidents?

Case reporting

- Please provide us with all required data as soon as possible (stories). By doing so, you ensure that SWICA immediately starts processing and handles the notifications, which are often automated.

Incapacity for work

- Please regularly report incapacity for work to us with the start and end dates for the incapacity period in accordance with the certificate for the incapacity for work and as soon as you have received this certificate from your employer.
- If the incapacity for work is expected to last for more than six months, you can omit the end of the incapacity period.
- Please provide us with the certificate of incapacity for work as an attachment.

Full return to work

As soon as you know the date of fully returning to work, please report it to us.