Overview

Number of Sessions: 3

Hours: 15

Course Objectives:

# *By the end of this workshop you will be able to:*

# Develop strategies for achieving file closure in an effective and efficient manner

# Implement adjustment processes focused on improving outcomes

# Analyze and determine best methods of claims services engagement

# Develop guidelines for claims administration that are supported by risk management personnel

# Engage more effectively when losses occur

# Day 1

## **Introduction**

* Intro and Learning Objectives
* Housekeeping: Virtual Components

## **Module 1: Managing the Claim Process**

* Claim Process Comparison
* Occurrence/Event
* Coverage Determination
* Investigation
* Damages
* Claim Resolution

## Module 2: Involvement of the Two Parties

* Risk Manager’s Role
* Claim Anatomy
* Adjuster’s Role and Responsibilities

## **Module 3: Claim Quality Controls**

* Purpose of Claim Controls
* Claims Process Management Tools
* Focus on Claim Closure
* Resolution Strategies
* Alternative Dispute Resolution  
  (ADR) Benefits
* Arbitration Alternatives

## Module 4: **Litigation Management**

* Terms and Concepts
* Civil vs. Criminal
* Types of Law
* Federal Court System
* State Court Systems
* Evidence
* Negligence
* Casualty Litigation

## Module 5: Managing Defense Counsel

* Role of Defense Counsel
* Attorney Panels
* Service Expectations
* Trial Preparation
* Managing Defense Counsel

# Day 2

**Module 6: Program Structure**

* Structure Comparison
* Data Comparison
* Financial Comparison
* Workers Compensation
* Cost Containment Strategies
* Federal Acts
* Employment Discrimination
* Family Medical Leave Act (FMLA)

## **Module 7: Improving Performance to Improve Outcomes**

* Techniques for Improving Performance
* Tools
* Adjuster Competencies
* Costs of Incompetence
* RMIS Data Source and Maintenance

## **Module 8: The Art and Science of Reserving**

* Components
* Special Considerations
* Reserve Errors   
  Module 9: Managing 1st Party Property Losses

## **Module 9: Managing 1st Party Property Losses**

* Property Loss Exposures
* Commercial Property Insurance
* Property Policy Provisions
* Commercial Property Coverage Part
* BPP Loss Conditions

## **Module 10: Managing Fraud Detection and Deterrent**

* Fraud Detection and Prevention
* Fraud Indicators & Predictors
* Surveillance Considerations & Privacy Issues
* Investigation Techniques
* Consumer Attitudes

# Day 3

## **Module 11: Managing your Broker or Risk Management Consultant**

* Role of the Broker
* Acquiring Insurance Coverage
* Conflicts
* Use of Brokers and Consultants

## **Module 12: Managing Experts to Win**

* Why Use Experts?
* Types of Experts
* Selecting an Expert
* Qualitative & Quantitative Performance Issues
* Understand and Manage Your Expectations
* Testimony
* Conclusion