MANAGEMENT CONSULTING   **CARRIER**

CLAIMS HEALTH CHECK

ENHANCING EFFICIENCIES FOR BOTTOM-LINE RESULTS

ARE YOUR CLAIMS PRACTICES WORKING FOR OR AGAINST YOU?

At a time when insurance organizations are faced with increasing costs, dwindling reserve redundancy releases, and historically low interest rates on investments, every dollar counts toward the bottom line. And, while it's true that the claims department is not a profit center, these operations typically account for an estimated 55–60% of overall gross written premiums. That's why it's critical for insurance providers to keep a tight rein on claims management costs while laying the groundwork for a rapidly changing technological landscape.

PROPRIETARY RESOURCE PRO INSIGHTS

ReSource Pro's Claims Health Check goes beyond the scope of the traditional claims audit to examine every aspect of your claims operations, equipping you with the insights you need to maximize your resources. We take a collaborative approach, working closely with your staff to gather essential input and develop a customized improvement plan. Along the way, this approach also promotes acceptance and ownership on the part of managers, supervisors, and front-line employees—an often-overlooked step that is vital to the success of any change initiative. Lastly, the use of

process analysis techniques assures organizational alignment and confirms that business processes and technology needs are properly integrated.

Part of what makes our Claims Health Check such a valuable tool for senior and executive management is the use of our exclusive Views—targeted analyses that focus on individual components of a healthy claims operation. Each View stands alone as its own category, yet they also work together to provide an objective picture of your claims organization, which may not be apparent internally.

Core Views include:

- Resource Management
- Process Workflow
- Financial Analysis
- Best Practices
- Vendor Management
- Customer Service
- Technology
- Analytics

ReSourcePro®

KEY DELIVERABLES

Our Claims Health Check can be tailored to meet your needs—either as a comprehensive review of every area that touches your claims operations or as a tightly focused review of specific operational areas. In either case, we can equip your organization with:

- Predictive analytics, modeling, and textual mining to support swift and early identification of fraudulent claims
- A detailed analysis that identifies areas of risk and opportunity
- Recommended improvements to achieve optimal results
- An implementation plan for incorporating those recommendations

WHAT ARE THE BENEFITS?

In order to manage your claims operations most effectively, it's important to start with a clear picture of the resources, processes, and technologies already in place. ReSource Pro brings these elements into view, then provides clear solutions to help you achieve:

- An estimated savings of 2–4% off your combined ratio
- Improved claim cycle time and adjuster productivity
- Enhanced efficiency and customer service

WHY RESOURCE PRO?

ReSource Pro's consultants are seasoned insurance claims and risk management professionals whose deep industry experience gives our clients an informed, unbiased view of the people, processes, and technologies that impact claims operations. Our firsthand industry expertise, combined with our proprietary Views, gives us unmatched insight into the problems you face and puts us in a unique position to help you control losses and minimize expenses while maintaining an exceptional level of service.

To learn more, visit resourcepro.com/carrierconsulting

FOR MORE INFORMATION

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