

CONSULTING SERVICES

Claims Audit & File Reviews

Claims Consulting Partners (CCP) provides comprehensive P&C claims auditing and file review services designed to assess claims handling quality, financial impact, identification of operational trends and improve overall claims performance.

SERVICE OVERVIEW

Our claims audits evaluate performance across critical best-practice categories, providing actionable insights into operational strengths, areas for improvement, and opportunities to enhance overall claim outcomes. Each engagement is customized to address the client's specific goals and priorities, with a focus on delivering measurable value through improved claim quality, stronger financial results, and greater operational consistency.

We audit all types of property and casualty claims including general liability, automobile liability, automobile APD/PD, professional liability (including public entity) and workers' compensation claims.

To support this process, we utilize a robust blend of leading industry methodologies and proprietary technology solutions, including a secure web-based audit platform that enables comprehensive, efficient, and scalable claim audits in both remote and onsite environments.

AUDIT AREAS OF FOCUS



Analysis & Evaluation



Best Practices Compliance



Investigation & Documentation



Litigation Management



Financial & Reserve Management



Compensability & Medical Management



Supervision & Compliance



Property & Auto Estimating Practices

WHAT WE EVALUATE

Our claims audit & file reviews provide a clear and objective assessment of claims performance across multiple lines of business and are tailored to each client's needs.



- Best Practice Claim Reviews
- Litigation Claim Reviews
- Claims Leakage Reviews
- Case Reserve Reviews
- TPA Claim Reviews
- Merger & Acquisition (M&A) Claim Reviews
- Reinsurance Loss Portfolio Transfer (LPT) Reviews
- Reinsurance Adverse Development Cover (ADC) Reviews

ACTIONABLE FINDINGS



CCP provides independent property and casualty (P&C) claims auditing and file review services tailored to each client's objectives, delivering objective assessments, actionable insights, and practical recommendations that improve claim quality, identify trends, strengthen financial performance, and enhance operational consistency.

OUR APPROACH

CCP uses a transparent, numeric scoring methodology to evaluate each claim file across key categories and subcategories, generating both individual claim file scores and overall performance metrics. This approach provides clear, consistent measurement, supports meaningful comparisons, and helps identify strengths, deficiencies, trends, and opportunities for improvement.



Claim File Review



Numeric Scoring



Performance Analysis



Looking to Strengthen Claim Quality & Performance?

Request an initial consultation with Claims Consulting Partners.



clmspartners.com



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