Claims
Consulting Partners, LLC

CONSULTING SERVICES

Claims Best Practice Development

Development of clear, current, and actionable claims Best Practices aligned with your claims operation and tailored to the types of claims and lines of business handled.

SERVICE OVERVIEW

Claims Consulting Partners provides expert development and refinement of internal claims Best Practices, helping organizations create clear, effective, and up-to-date documentation aligned with their claim operations.

Effective claim handling begins with strong, current best practice documentation. We work closely with your organization to develop and update claims and litigation best practices, as well as quality assurance (QA) guidelines, procedures, and tools tailored to your specific operational needs and company culture.

Services include development of:

- Claims Best Practice Guidelines
- Litigation Management Guidelines
- Quality Assurance Guidelines (QA)
- Claims Procedural Guidelines
- Claims Systems Instructions & Procedures

WHAT WE DEVELOP

- Claims Best Practice Documentation
- Litigation Management Guidelines
- GAP Analysis to Identify Inadequacies
- Process & Workflow Alignment
- Regulatory Compliance Integration
- Consolidation of Updates

THE IMPACT OF OUTDATED BEST PRACTICES

- **Claim Quality:** Inconsistent handling & decision-making
- **Litigation Management**: Ineffective oversight & cost control
- **Compliance**: Regulatory & legal risk
- **Staff Performance:** Confusion, inefficiency & errors
- **Loss Ratio:** Financial impact from poor claim outcomes

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Our Approach

Many claims organizations operate with outdated or fragmented best practices that can create inconsistencies across the claims operation.

CCP works collaboratively with leadership and staff to develop practical, relevant, and sustainable best practices aligned with the organization's operational needs.

The result is clear, actionable documentation that supports greater consistency, efficiency, compliance, and improved overall claim outcomes.

1

ASSESS

Review current documentation, workflows, systems, and operational needs.

2

DEVELOP

Create or refine practical best practices, guidelines, procedures, and tools aligned with the organization.

3

IMPLEMENT

Provide clear, actionable documentation that can be applied across the claims operation.

Practical Best Practices – Measureable Impact

Effective best practices help create greater consistency across claim handling, strengthen oversight and compliance, and give teams clear guidance for day-to-day claims handling and decision-making.

Consistency

Efficiency

Compliance

Claim Outcomes

Looking to Strengthen Claims Best Practices?

Request an initial consultation with Claims Consulting Partners.

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