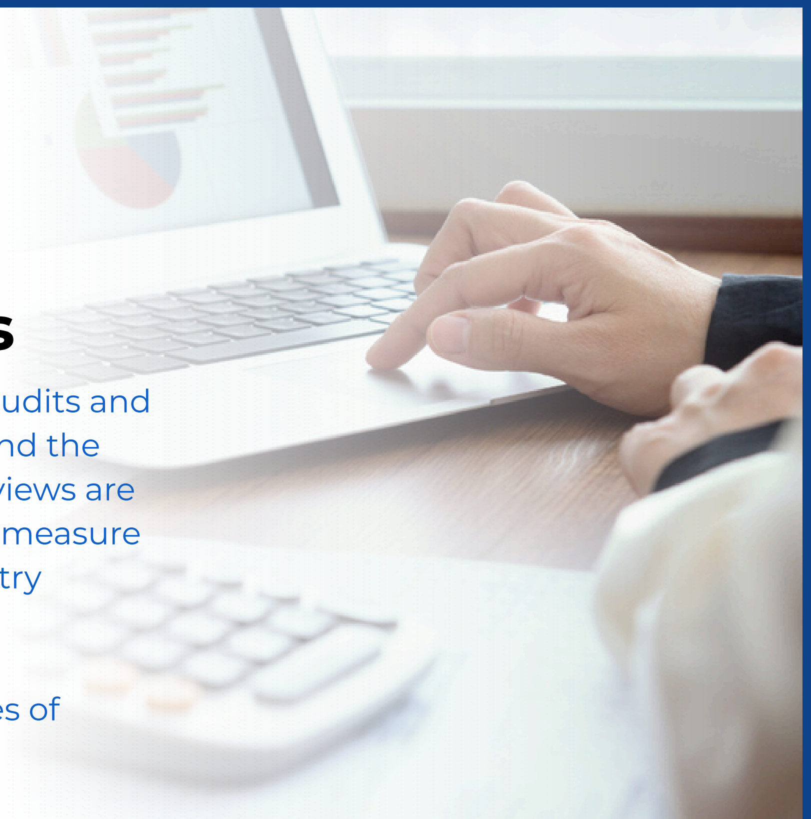
Claims
Consulting Partners, LLC



CONSULTING SERVICES

Claims Leakage Reviews

Claims Leakage Reviews are specialized claims audits and file reviews that focus on claims best practices and the measurement of claims dollar leakage. These reviews are designed to identify where leakage is occurring, measure its impact, and benchmark results against industry standards.

We identify avoidable claim costs, uncover causes of leakage and improve claims performance.

WHAT WE EVALUATE

Our Claims Leakage Reviews focus on identifying the operational and technical claim handling factors that contribute to financial leakage. Areas are evaluated to determine leakage rates and identify opportunities for improvement.

- Adherence to claims handling best practices
- Accuracy of claim payments and expense management
- Adjuster experience, training, and workload
- Management oversight and span of control
- Compliance with internal guidelines and procedures
- Operational efficiency and workflow effectiveness

KEY LEAKAGE AREAS

- Investigation Practices
- Reserving Practices
- Settlement Negotiations
- Litigation Management
- Vendor & Expense Management
- Coverage & Liability Decisions
- Claim Supervision
- Workflow & Operational Processes
- Medical & Disability Management
- Subrogation & Recovery

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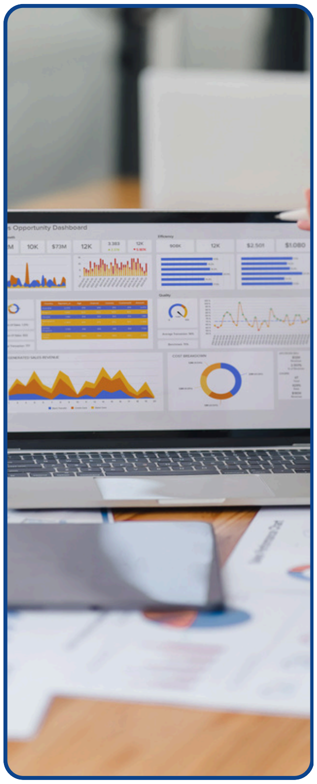
HOW IT WORKS: A Structured, Data-Driven Approach



The primary purpose of a Claims Leakage Review is to measure dollar leakage resulting from specific claims handling activities and benchmark those results against the industry.

We utilize multiple audit methodologies to evaluate claims performance and determine leakage rates. These methodologies allow us to identify trends, quantify financial impact, and provide a clear understanding of how operational factors influence claim outcomes. Well-structured claims operations with appropriate supervision, manageable workloads, and experienced staff typically produce lower leakage rates. Conversely, ineffective oversight, high workloads, and inconsistent processes often result in higher levels of leakage.

Our approach delivers clear insights and actionable recommendations to reduce leakage, improve claim accuracy, and strengthen overall claims performance.

Hard Leakage

Soft Leakage

How We Measure Claims Leakage

Claims leakage represents unnecessary costs within a claim operation—often caused by missed opportunities, errors or mistakes, process gaps, or inconsistent decision-making.

At Claims Consulting Partners, we use a structured methodology to evaluate both hard and soft leakage and quantify its impact on your organization.

FROM FINDINGS TO IMPROVEMENT

CCP identifies recurring leakage trends and their causes, providing recommendations to improve claim handling, strengthen oversight, and reduce future leakage.

Looking to Reduce Claims Leakage?

Request an initial consultation with Claims Consulting Partners.

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