

CONSULTING SERVICES

Claims Operational Reviews

Improve claims performance through an independent evaluation of your people, processes, technology, and oversight.

SERVICE OVERVIEW

Claims Consulting Partners (CCP) provides comprehensive Claims Operational Reviews designed to assess operational effectiveness, identify inefficiencies, and uncover opportunities to improve claim quality and overall performance.

Reviews can encompass the entire claims organization or focus on specific operational areas based on your organization's objectives.

WHAT WE EVALUATE



Organizational
Structure & Staffing



Claims Handling
Processes & Workflows



Data, Reporting &
Analytics



Operational Efficiency
& Performance



Management Oversight
& Supervision



Technology &
System Utilization

KEY AREAS OF FOCUS

- Supervision & Leadership
- Claim Handling Quality & Compliance
- Analytics, Reporting & Technology
- Operational Efficiency & Performance
- Staffing, Workloads & Productivity
- Claims & Litigation Best Practice Review
- Reserve Management
- Litigation Management
- Expense Management
- Vendor Management & Cost Control
- FNOL Process & Workflow
- Medicare Reporting & Compliance
- Use of Emerging Technology (AI)

WHAT WE ANALYZE

Our Claims Operational Reviews include a detailed evaluation of the key operational areas that drive claims performance, efficiency, and overall outcomes. These areas may be reviewed as part of a comprehensive assessment or segmented based on your organization's specific objectives.



- Employee interviews to identify issues and validate findings
- Review and analysis of operational documents and management reports
- Depth and quality of claim supervision
- Effectiveness of claim handling
- Quality assurance (QA) processes and impact
- Expense control (ALAE/DCC and ULAE/A&O)
- Claims impact on the Loss Ratio and LAE
- Staff experience, skill, and knowledge
- Effectiveness of Claims Best Practices
- Effectiveness of Litigation Management
- Large loss management and impact
- Reserve methodology and effectiveness
- Analysis of adverse reserve development
- Claims process and workflow
- Effectiveness of claims system and document management process
- Reporting, analytics, and use of emerging technologies (AI)
- Training and development

We recommend a claims audit and file review to validate operational review findings.

OUR APPROACH

Through our Claims ImpactSM evaluation, we examine targeted components of the claims organization to measure their impact on operational effectiveness, efficiency, and claim outcomes.

Each review delivers clear findings and actionable recommendations to improve performance, efficiency, and results. Reviews may be comprehensive or focused on specific operational areas based on your organization's needs.



Looking to Strengthen Claim Quality & Performance?

Request an initial consultation with Claims Consulting Partners.



clmspartners.com



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