



# FEDERAL LINES CAPABILITIES FOR A NORTH AMERICAN INSURANCE CARRIER

## Region:

North America

## Client:

North American Insurance Carrier – Federal Acts, Accident & Health

## Project or Retainer Name:

Closing the Gap for a Tier 1 Insurance Carrier

## GB Services:

- Federal Acts expertise
- Quality data and reporting in existing Claims Management & RMS system
- Talent to fuel mutual growth and best in class results

With an established partnership, Gallagher Bassett was the logical choice to deliver claims management solutions for a North American Insurance Carrier faced with a large client's demand to add special endorsements to their Defense Base Act (DBA) policies. As with other national carriers, our partner faced tremendous pressure to innovate and grow profitably while operating within a tightly regulated, highly competitive environment. The client needed to offer Accident & Health to fill a gap in coverage for their international and federal workers while abroad, something that was not in the carrier's existing portfolio. That also meant creating a way to administer those claims, and since Gallagher Bassett was the carrier's exclusive administrator of DBA claims, we partnered to develop an efficient and expert solution.

## Our Approach:

Claims management is a critical customer facing function, in addition to impacting the carrier's internal operation making it critical to identify the right team quickly. With a depth of talent and resources, Gallagher Bassett canvassed our teams, and determined that we had a claims supervisor with expertise in this type of work. Utilizing knowledge garnered earlier in their career, this person served as a "guide" working with our Federal Acts Operations and Client Service teams to assist the client and Gallagher Bassett in creating new forms, drafting procedural guidelines, developing client service instructions, and creating coding to track those claims in the same GB claims management system already accessed by the carrier and its client.

## Results/outcomes achieved:

Gallagher Bassett has established itself as a market leader in the Federal Acts niche. The success of this adaptation led to the carrier writing additional endorsements for other clients, all of which are now administered by Gallagher Bassett in their integrated platform. Gallagher Bassett continues to add talented leaders and resolution managers with the requisite expertise to deliver superior outcomes. It is a narrow talent pool but we are actively training the next generation of industry experts.

## Statistics:

The North American Insurance Carrier has exponentially grown its Federal Acts platform (over 20% growth) managed by a dedicated team of trusted GB experts. That team achieved a "Go Beyond" external audit score exceeding 95% for the year.