

GALLAGHER BASSETT LEVERAGES DEDICATED LEGACY CLAIMS MANAGEMENT EXPERTISE AND AWARD-WINNING RMIS SYSTEM TO EFFICIENTLY RESOLVE TAKEOVER CLAIMS

Region:

North America

Client:

Leading Global Equipment Manufacturer

Project or Retainer Name:

Leveraged dedicated claims management expertise and award-winning RMIS system to efficiently resolve legacy claims

GB Services:

- Dedicated Implementation Team
- Depth of quality claims handling expertise
- Innovative technology

A leading global equipment manufacturer and Gallagher Bassett (GB) client since 2022 had been self-administering their workers' compensation (WC) claims for several decades, with their operations split between an electronic system for financial transactions and paper files for claims document tracking. In this system, claims were processed by different departments, including the legal team, rather than a designated claims management resource, which ultimately led to a disjointed and costly claims management process for their company.

The client recognized that this process could lead to poor overall claims outcomes, missed regulatory requirements, fines, and other issues. Their Risk Management leadership team approached GB to take on their mounting volume of legacy open claims, streamline the run-in claims process, and ultimately improve operational efficiencies and financial outcomes through focused partnership and our industry-leading legacy claims management expertise.

The Approach

As the first step to our strategic approach, GB's Implementation Team scanned thousands of documents related to more than 1,250 open claim files and combined the information in our Risx-Facs claims management system with the financial data from the client's in-house system. As a result, the team now had complete claim files that Resolution Managers (RM) could use to efficiently and effectively resolve open legacy claims.

Next, GB initially dedicated a number of RMs with jurisdictional expertise to manage the client's run-in files and work down the open volume of claims. Each RM was assigned by state jurisdiction to manage the program and triage all the open files within the first 90 days. This part of the approach was essential, as it made it possible to avoid disrupting the current medical management of open files while looking for opportunities to bring the claims to an appropriate conclusion.

Better Decisions Powered by Luminos

Having file information available with a single system combined with access to **Luminos**, GB's award-winning RMIS platform, the client can access GB's historical benchmarking for their industry and jurisdictions and harness valuable data-driven insights via the Claims Strategy Dashboard. This helps GB and the client uncover cost-saving opportunities and improve claims management strategies.

Superior outcomes achieved through



Quality claims handling by GB's team of claims and risk management experts



Collaborative partnership between our internal and external teams

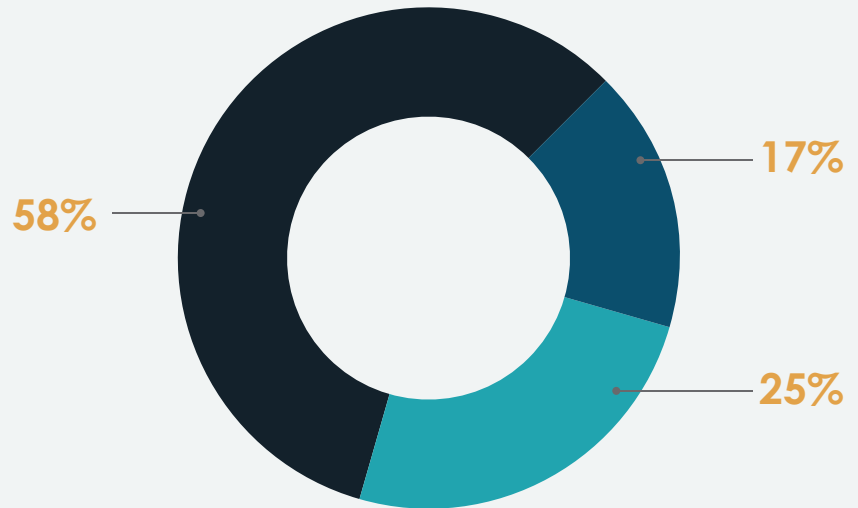


Alignment on shared goals and measures of success

The Results

Within the first year of the program's launch, GB was able to resolve nearly **75% of the inherited legacy files**.

Inherited legacy files from November 2022



840 days

Average age of claims resolved



Resolved by
March 31, 2023



Resolved by
November 30, 2023



Files remaining
after 1 year

Conclusion

Run-in and legacy claims management comes with its own set of unique challenges that can stifle growth and drain valuable resources. The seamless integration facilitated by our dedicated Implementation Team, expertly transferring files trapped in outdated systems, empowered our client to effectively manage their older self-administered WC files and help their injured workers return to work quickly and safely. By streamlining operational intake processes, leveraging GB's run-in claims expertise, and optimizing for efficiency, our dedicated team was able to implement a sustainable framework to successfully resolve run-in files and deliver superior outcomes on an ongoing basis for this global manufacturer.