

CASE STUDY

PROGRAM OUTCOMES HOW GALLAGHER BASSETT DELIVERS A BETTER CLAIMS PROGRAM

In the career of a risk manager, few decisions can be as impactful as selecting the right workers' compensation claims management partner. The magnitude of your decision becomes even greater when contemplating moving both existing and new claims to a different partner. Beyond the tactical complexities of transition, you must also consider possible disruption to your injured workers and potential volatility in program results. In moments like these, having an experienced guide is critical when navigating a path to a brighter future.

Benefits of our Collaborative Approach

- ✓ **We start by listening** – learning how your claims program must support your business goals and objectives
- ✓ **We leverage our experience** – working with incumbent third-party administrators (TPAs) to navigate data conversion
- ✓ **We select the right team** – focusing on finding the right technical and cultural fit with your organization
- ✓ **We hold ourselves accountable** – measuring results and openly discussing our next opportunities for continued success

Case for Change

An industry leader in the transportation industry sector was experiencing a decline in claim performance from the previous claim administrator, resulting in a decision to test the TPA marketplace.

When searching for a partner to manage their nearly 5,000 open claims, certain criteria were most critical:

- National footprint of claims staff
- Thoughtful plan for transition
- Collaborative approach to claims management
- Senior leadership commitment
- Mutual accountability for results

Our Approach

Gallagher Bassett (GB) developed a plan uniquely tailored to the needs of our prospective client, which was enacted within the 90 days between decision and go-live date:

- Early alignment on goals for the first 30, 90, and 180 days
- Active dialogue with outgoing TPA to enable smooth data conversion
- Collaborative engagement of staff and offices to ensure technical and cultural fit with program
- Designated triage team to evaluate open claims and assist in early claimant engagement
- Ongoing senior level engagement and monitoring of program results

For more information on our collaborative approach:

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Gallagher Bassett is the premier provider of global claims services, dedicated to exceptional customer service and demonstrably superior outcomes. GB helps people, teams, and businesses overcome adversity and loss through the guiding expertise of over 5,000 claims professionals, all committed to going beyond.

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Results

Within weeks of program inception, the benefits of our thoughtful, collaborative approach began to materialize. Long-outstanding claims were resolved. Litigation rates decreased. Claimant engagement improved, and in the following months, we experienced continued strengthening of program outcomes. In fact, after only one year with GB, our client was able to **reduce actuarial liabilities on its workers' compensation program by over \$5M.**

