

CASE STUDY

GALLAGHER BASSETT – YOUR GUIDE TO BETTER CLAIMS

Come with Us, We Know the Way

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

to how your claims program must support your business goals and objectives.



We leverage our experience

working with incumbent TPAs to navigate data conversion.



We select the right team

with an eye toward technical and cultural fit with your organization.



We hold ourselves accountable

we measure results and openly discuss our next opportunities for continued success.

Case for Change

Client is an industry leader in the transportation sector. In recent years, claim performance had declined, 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

GB developed a plan uniquely tailored to the needs of our prospective client, which were enacted within the 90 days between award and go-live date:

- Early alignment on goals for first 30, 90 and 180 days
- Active dialog with outgoing TPA to enable smooth data conversion
- Collaborative engagement of claim 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

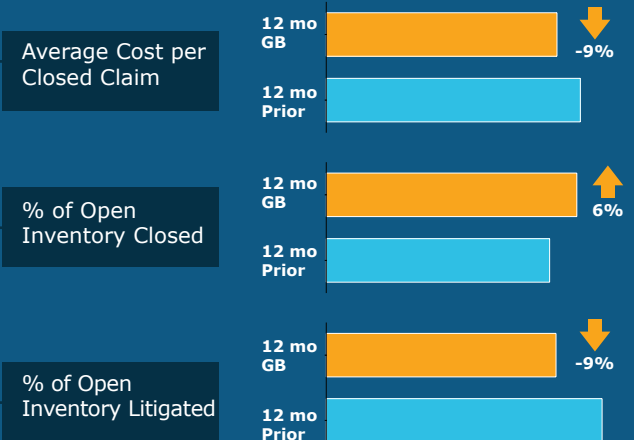
For more information on our collaborative approach:

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Results

Within weeks of program inception, the benefits of our thoughtful, collaborative approach began to take form. Long-tenured claims were resolved. Litigation rates decreased. Claimant engagement improved. And in the months that followed, 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.

On Open Inventory



On New Arisings

