

Workers' Compensation Partnership Improves Outcomes for Top-Ten Property & Casualty Carrier

Region:

North America

Client:

Large National Carrier

Project or Retainer Name:

Large Carrier Partnership with GB Reduces Run-In Inventory and Improves Operational Stability

GB Services:

- Employee Rebadging
- Dedicated Implementation and Pre-Transition Team
- Innovative Claims Management Decision-Support Technology
- Structured Governance Touchpoint System



The transition from [Client] to Gallagher Bassett brought its share of uncertainties, but these were quickly overcome thanks to the incredible support and welcoming culture that define the GB family. The GB approach fostered a smooth transition for the carrier and us as employees. My colleagues and I genuinely enjoy being part of this organization, where innovative technology enables us to work smarter and achieve exceptional results. It's astounding how quickly the past four years have flown by, filled with opportunities for growth and advancement that have allowed us to thrive both personally and professionally.

Leanne Cicarelli, MBA, VP - Carrier Claims Operations (Workers' Compensation)

In 2022, Gallagher Bassett (GB) transitioned the claims management operations of a major insurance carrier, absorbing ~20,000 workers' compensation claims with a highly mature, long-tailed portfolio. The transition targeted two objectives: reducing run-in inventory and aligning incurred severity with industry trends while preserving operational stability.

BENEFITS OF GB'S PARTNERED APPROACH

Workforce continuity maintained through rebadging

- Built a workforce that integrated institutional knowledge, ensured operational stability, and accelerated early execution via unified learning

Results Retained 130 of the Carrier's legacy staff with 100% retention 6 months later

Rigorous pre-transition planning promoted data excellence

- Established a data foundation that aligned, validated, and embedded claims data ahead of program initiation
- Consolidated data from 15 disparate systems into one centralized warehouse

Results Enabled immediate claims management execution with minimal interruptions for data auditing

Analytics-enabled triage focused adjuster capacity on high-impact files

- Developed an end-to-end analytics ecosystem that identified opportunities, operationalized corrective actions, and tracked measurable impact
- Leveraged proprietary GB decision support (SMART Benchmarking, Waypoint) to improve claim outcomes

Results Claim prioritization and management from Resolution Managers

Partnership alignment strengthened through routine governance touchpoints

- Aligned stakeholders on data-driven insights, reinforced accountability, and turned insights into actions through governance meetings

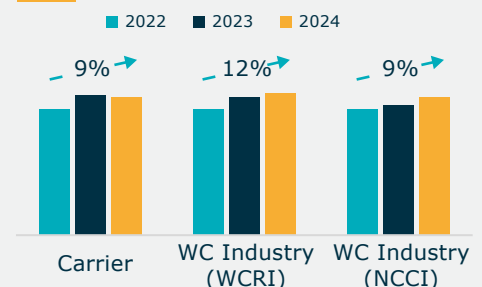
Results Delivered sustained improvements in closure velocity and severity management KPIs

HIGH RUN-IN CLOSURE VELOCITY



Legacy claim volume has fallen 63% since program inception, with three consecutive years of 20%+ volume reductions

FAVORABLE SEVERITY PERFORMANCE



*average incurred at 12-month maturity for open & closed WC indemnity claims spanning 2022 thru 2024