

Claims Education

INTERNATIONAL INSURANCE INSTITUTE *e*magazine

TRAINING || TALK

In this issue we feature a story highlighting ClaimFox, the industry leader in fulfilling requests for copies of claim files for insurance companies and third-party administrators.

Be sure to check out the article featuring our very own instructor, Teresa Headrick, and her dedication to volunteering.

Our Feature Course section provides information on one of our workshops specifically for management, Teaching and Coaching for Managers. The course provides background and insight into how employees learn best, how to measure results, how to identify a training issue, and what to do before and after training.

We are eagerly anticipating another great Claims Education Conference taking place here in New Orleans May 14-17. We have some excellent courses lined up for our attendees, a full exhibit hall with plenty of networking opportunities, and yes, we are bringing back the daiquiri machine for 2019! We look forward to meeting new people and saying hello to our old friends. See page 5 for more information on the Claims Education Conference.

As always, we here at International Insurance Institute welcome your contributions to CEM and encourage you to contact Karla Alcerro at karla@insuranceinstitute.com for any input. Please feel free to direct any questions, feedback, articles, claims success stories, and/ or even topics that you would like to see discussed in the magazine. ■



Carl Van
President and CEO
International
Insurance Institute

FEATURE || STORY

CONSIDER IT DONE:

ClaimFox Saves Time and Money for Carriers

BY CARL VAN AND LISA FERRIER

Who is ClaimFox?

ClaimFox created a solution to fill an industry need before the industry even knew they needed it. Companies increasingly lacked the bandwidth and resources to handle the fulfillment of requests for copies of claim files that required their attention.

ClaimFox recognized the opportunity to support carriers in this function and help them optimize their claims process. Carriers receive requests every day for copies of their claim files. These come in the form of a simple request letter, medical authorization and subpoenas from claimant attorneys, defense attorneys, adverse carriers, third-party record retrieval companies, workers compensation boards and more. Fulfilling these requests is something you have to do, but you don't necessarily want to do. This is where ClaimFox comes in.

As we all know, fulfilling requests for copies of claim files is something most claims professionals dread. The process seems unending and often results in an administrative headache. ClaimFox handles the fulfillment of these requests from start to finish allowing their customers to reallocate resources and regain productive staff time.

While fulfilling those requests internally might seem easy, that is not typically the case. Often, files aren't centralized, processes are fragmented across different claims offices, and the robust systems are not in place to ensure the right documents are released.



“We have proven that we have the experience to guarantee the most efficient process from start to finish.”

Fig Annunziato, Chief Executive Officer



“Combined with our commitment to continual improvement, clients can expect us to continually optimize the process to deliver better results for them.”

Michelle Erimez, New Business Development Manager

Why is this the case?

Well, it's simple. Carriers typically don't have the resources or expertise to develop processes that prove to be both efficient and effective to fulfill these requests. So claims professionals take way too much valuable time dealing with these requests themselves and, unfortunately, spend less time on providing great customer experiences.

ClaimFox allows carriers to be free of inefficient processes and labor-intensive tasks that happen when carriers try to do it themselves.

Is it secure?

Yes! In fact, it's the gold standard in data security. One of ClaimFox's greatest commitments is their attention to data security and privacy. This commitment led ClaimFox to secure the ISO 27001 certification. ISO 27001 is a specification for an information security management system; a framework of policies and procedures that includes all legal, physical and technical controls involved in an organization's information risk management process.



Barbara Molina,
Vice President



Jim Richardt,
Director

Although they have expertise in a wide range of industries, their services are largely utilized by national auto insurance carriers. Direct quotes from their customers include phrases like, “ClaimFox allows our adjusters to focus on their core job responsibilities,” and “They save time and money; those are the two big things.”

When asked about volume, Fig Annunziato, Chief Executive Officer commented, “We already fulfill tens of millions of pages for auto insurance carriers annually, so we have proven that we have the experience to guarantee the most efficient process from start to finish, completely relieving our customers from the hassle of doing it themselves. Whether you have one request per day or 100 you can rest assured knowing it will get done because it’s what we do!”

When asked about examples, she continued, “We work with a top carrier who has over 8 million insureds. After doing their due diligence, they knew our solution was the perfect fit to reduce complexity, help settle claims faster, and free them up to focus on their customer experience. Now, each year, ClaimFox returns more than 75,000 hours to their adjusters to devote to claims by fulfilling over 17 million pages requested from 15 of their claims offices nationally.”

The Cost? Oh, it’s free

Michelle Erimez, New Business Development Manager

at ClaimFox, says it’s a win-win situation for ClaimFox and their customers, “We understand how frustrating it can be with increased demand for incoming requests for copies of claim files. So instead of wasting time on that next request, we do it so our clients don’t have to. As we like to say at ClaimFox, ‘Consider it done.’” The best part is, it’s a free service to carriers. ClaimFox charges the outside party who is requesting the copies of claim files, so carriers can regain the time and money spent on this process without having to come out of pocket to pay a service provider.

One of the secrets to ClaimFox’s success is the commitment to getting every detail right. “A lot can happen in the process of fulfilling requests for copies of claim files,” Ms. Erimez commented, “That’s why we have such extensive and thorough processes to ensure it’s done right, every time. Combined with our commitment to continual improvement, clients can expect us to find new ways to deliver better results for them. And we’re happy to say we have 99% client retention!” ■

For more information about ClaimFox, visit www.claimfox.com and schedule an appointment at the upcoming Claims Education Conference May 14-17 in New Orleans (www.ClaimsEducationConference.net). Visit calendly.com/claimfox/ today to schedule your 30 minute introduction meeting.

LATITUDE

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CLAIMS EDUCATION CONFERENCE

Laissez Les Bons Temps Rouler! (Let the Good Times Roll!)

It looks like it will be a full house for the 2019 Claims Education Conference taking place May 14-17, 2019 at the Hilton New Orleans Riverside Hotel. Lisa Ferrier, Manager of the Claims Education Conference isn't surprised by the interest among claims professionals. The claims job is a demanding one, so being able to get away from a desk for a few days to join others who face the same problems in their daily work life can be invigorating. She explains, "It is so beneficial for people who work in the same industry, and in particular the claims industry, to come together face to face to exchange ideas, discuss issues and basically learn from each other."

One of the key draws of the Claims Education Conference is that there are many repeat attendees, so it feels like a group of friends getting together in a great location, "We purposely keep the Claims Education Conference on the smaller, and therefore more personal, side. Our attendees and exhibitors prefer it this way because it allows for better relationship building," says Ms. Ferrier. Of course, celebrating the new SCLA designees is a huge draw too. She adds, "The designation conferment ceremony is a celebration of all the hard work the designees have put in and it is one of the highlights of the conference."

Ms. Ferrier thinks the popularity can also be attributed to the education provided at the conference, "Attendees typically walk away from this experience with new tools that they are excited about putting into place as soon as they return to the office. Their colleagues and co-workers notice this and make plans to attend the next year." "Oh, and we also have free daiquiris," Ms. Ferrier adds with a smile.

The 2019 Claims Education Conference is offering the following sessions:

- Dealing with Difficult Customers
- StrengthsFinder 2.0
- Successful Management of a Motor Vehicle Accident Litigation: An Insider's Perspective
- Gaining Customer Trust
- First Party Claims Handling and Insurer Bad Faith
- Increasing Settlement Figures During Negotiations
- Demystifying Artificial Intelligence
- Ethics for Insurance Professionals
- Planning and Prioritizing
- Driving Up Customer Retention
- Retaining an Expert: Anticipation of Litigation
- Loss Prevention in the Restaurant Industry
- 5 Essential Factors Every Manager Needs to Know about Fulfilling Requests for Copies of Claim Files
- Inventive and Effective Strategies for Settlement of Small Claims



Save the Date 2020



CLAIMS EDUCATION CONFERENCE

Presented by

American Educational Institute, International Insurance Institute
and Society of Claim Law Associates



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MAY 12-15, 2020

HILTON NEW ORLEANS RIVERSIDE

Claimseducationconference.net



- Interviewing and Hiring Great Claims People
- Getting Customers to Listen
- Business Writing Skills
- Employment Law Update

Considering that the conference is held in New Orleans, there is of course time carved out to have some fun and relax with fellow attendees. There are a variety of activities attendees can choose to sign up for, including a walking tour of the Garden District, a cooking class at the world-famous New Orleans School of Cooking, a tour of the World War II museum, and a Live Séance (see inset for more details on the Live Séance) among many other options.

If you want to be part of this claims community, there is still time to sign up - visit www.claimseducationconference.net to submit your registration.

At the time of this issue going to press, the Hilton New Orleans Riverside, the conference hotel, was nearly sold-out. Call (504) 561-0500 to check on availability. If sold-out, there are other nearby hotels. Check the conference website for the most updated information.

The conference has limited availability for exhibitors as well. Contact Lisa at lisa@insuranceinstitute.com or (612) 868-3650 to check on reserving exhibit space. ■

LIVE SÉANCE: VICTORIAN STYLE

The Claims Education Conference is offering something new this year – a live séance in a haunted museum in the heart of the French Quarter! We'll have the Victorian visual of a séance: sitting around a table holding hands, table tipping and summoning ethereal manifestations.

Our séance will be led by the world-famous “Bloody Mary.” Born on the bayou, Bloody Mary was raised in the Crescent City. She is known publicly as a Priestess, storyteller, celebrity historian, author, psychic medium, ghost hunter and owner of the famous Bloody Mary’s Tours. Bloody Mary is featured on hundreds of international documentaries about her hometown and her Voodoo paranormal. Her haunted houses are on TLC Paranormal Lockdown, BuzzFeed Unsolved, Haunted History and Ghost Adventures.

TERESA HEADRICK

CELEBRATES 25 YEARS OF SERVICE TO LOCAL CHARITY



International Insurance Institute’s own Teresa Headrick, Sr. Course Designer, was recently recognized for her 25 years of service to Ronald McDonald House.

Ronald McDonald Houses across the world are a ‘home away from home’ for families with hospitalized children.

Chattanooga’s Ronald McDonald House, www.rmhchattanooga.com, serves 600 families annually with hot meals, laundry facilities and a private bedroom to rest.

All these things are vital as families support their ill children. Also vital is the work of volunteers. Teresa began volunteering in 1983 and her anniversary was celebrated with Executive Director, Jane Kaylor, Board Members and other House Staff. ■

TEACHING AND COACHING FOR MANAGERS



Purpose

This full-day course is specifically designed for supervisors and managers to increase the results of the training they provide. The course provides background and insight into how employees learn best, how to measure results, how to identify a training issue, and what to do before and after training. It also includes leadership and motivational techniques to help inspire employees to want to improve.

Is It A Training Issue?

Many excellent employees move into supervision because they were good at their jobs. They have strong technical skills and are promoted because of those skills in addition to

demonstrating some leadership qualities. Once in this new position, they find themselves with an entirely new set of skill requirements and demands for which they are not fully prepared. At the top of that list is the ability to train others in an effective manner.

This course is appropriate for all levels of claims management desiring improved skills in the areas of teaching and coaching.

Topics include:

- Management's role in employee development
- Basics of adult learning
- Identifying development needs (is it a training issue?)
- Setting training objectives
- Effective coaching techniques
- Identifying comprehension and follow-up
- Keys to effective training
- Things to avoid when training
- Inspiring employees to improve themselves
- Three critical tools to individual development
- Training absolutes for managers ■



CLAIMS PROFESSIONAL BOOKS

FEATURE BOOK THIS ISSUE:

The 8 Characteristics of the Awesome Adjuster

Finally, something written especially for the claims adjuster that is not a technical manual. Nor is it fiction, because every bit of it is true. It's a first of its kind. A unique look into what makes awesome adjusters truly awesome.

The 8 Characteristics of the Awesome Adjuster provides a glimpse into what the most effective claims professionals do to make their jobs easier. Attitude; Customer Service/Empathy; Initiative; Continuing Education; Teamwork; Time Management; Desire for Excellence; Interpersonal Skills; Carl Van provides real-life scenarios that will have true meaning to anyone who has ever dealt with a customer. He often provides interesting and humorous true stories to outline each of the characteristics and offers practical advice on how to improve oneself. This book has been the number one selling claims book every year since its release in 2005, and has sold in over 32 countries around the world. It has been the subject of numerous articles; the highlight of over 150 workshops and classes; and the subject of over 75 keynote speeches.

Written by Carl Van. Paperback \$29.95 available at www.ClaimsProfessionalBooks.com, www.Amazon.com, and other on-line book sellers; Kindle \$9.99)

Visit www.ClaimsProfessionalBooks.com to view all of the books available:

- *Gaining Cooperation*
- *Gaining Cooperation for the Workers' Comp. Professional*
- *Attitude, Ability and the 80/20 Rule*
- *The Eight Characteristics of the Awesome Employee*
- *The Claims Cookbook: A Culinary Guide to Job Satisfaction*
- *Negotiation Skills for the Claims Professional*



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