

The Nolan Company

INSURANCE SERVICE OFFERING



NOLAN CLAIMS HEALTH CHECK

Enhancing Efficiencies for Bottom-Line Results

For today's insurance providers, controlling loss and expense costs while achieving positive results in a customer-centric environment can be a difficult balancing act. The ***Nolan Claims Health Check*** provides a detailed review of the processes that directly or indirectly affect claim operations — along with a clear roadmap for bottom-line results and top-tier customer service.

Are Your Claims Practices Working For or Against You?

At a time when insurance organizations are faced with increasing costs, dwindling reserve redundancy releases, and historically low interest rates on investments, every dollar counts toward the bottom line. And, while it's true that the claims department is not a profit center, it's important to remember that these operations typically account for an estimated 55-60 percent of overall gross written premiums. That's why it's critical for insurance providers to keep a tight rein on claims management costs today, while laying the groundwork for a rapidly changing technological landscape.

Proprietary Nolan Insights

The ***Nolan Claims Health Check*** goes beyond the scope of the traditional claims audit to examine every aspect of your claims operations — equipping you with the insights you need to maximize your resources. Part of what makes our offering such a valuable tool for senior and executive management is the use of our exclusive ***Nolan Views*** — targeted analyses that focus on individual components of a healthy claims operation. Each ***Nolan View*** stands alone as its own category, yet they also work together to provide an objective picture of your claims organization, which may not be apparent internally. Core ***Nolan Views*** include:

- Resource Management
- Process Workflow
- Financial Analysis



- Best Practices
- Vendor Management
- Customer Service
- Technology
- Analytics

The Nolan Approach

The Nolan Company takes a collaborative approach to each engagement, working closely with your staff to gather essential input and develop a customized improvement plan. Along the way, this approach also promotes acceptance and ownership on the part of managers, supervisors, and front-line employees — an often-overlooked step that is vital to the success of any change initiative. Lastly, the use of process analysis techniques assures organizational alignment and confirms that business processes and technology needs are properly integrated.

Key Deliverables

The *Nolan Claims Health Check* can be tailored to meet your needs — either as a comprehensive review of every area that touches your claims operations, or as a tightly focused review of specific operational areas. In either case, Nolan may equip your organization with:

- Predictive analytics, modeling, and textual mining to support swift and early identification of fraudulent claims
- A detailed analysis that identifies areas of risk and opportunity
- Recommended improvements to achieve optimal results
- An implementation plan for incorporating those recommendations

Reap the Benefits

In order to manage your claims operations most effectively, it's important to start with a clear picture of the resources, processes, and technologies already in place. The *Nolan Claims Health Check* brings these elements into view, then provides clear solutions to help you achieve:

- An estimated savings of 2-4 percent off your combined ratio
- Improved claim cycle time and adjuster productivity
- Enhanced efficiency and customer service

Claims Operations Experts

Our consultants are seasoned insurance claims and risk management professionals whose deep industry experience gives our clients an informed, unbiased view of the people, processes, and technologies that impact claims operations. Nolan's firsthand industry expertise, combined with our proprietary *Nolan Views*, gives us unmatched insight into the problems you face and puts us in a unique position to help you control losses and minimize expenses while maintaining an exceptional level of service.

Experience That Works For You

For 40 years, The Nolan Company has helped businesses improve service, quality, productivity, and profitability through process innovation and effective use of technology. We're experts in developing comprehensive operational and technology solutions that deliver immediate results and lasting outcomes — and we're committed to working with you from assessment through implementation.



CONTACT US

To learn more about Nolan's unique approach to solving claims management issues, visit renolan.com or call (800) 248-3742.