

Claims and Risk Control

Willis

Willis Advantages – Risk Management Information Services

May 2007

Proactively monitoring claims is an essential function of the risk management community. Risk management information systems/services (RMIS) provide the most efficient mechanism for monitoring claims and insurance programs in general. However, without professional help, choosing and working with RMIS can be a complicated, if not daunting, undertaking.

Risk managers are often faced with the need to interface with multiple RMIS products from carriers, third-party claim administrators (TPAs), broker-owned systems, independent RMIS vendors, and perhaps self-administered internal claims systems. Thus organizations may end up with a hodgepodge of RMIS products or systems that are not right for their needs.

Willis solves these problems through our comprehensive RMIS consulting service. We have no vested interest in any one product; our only interest is in understanding the specifics of each situation and finding the right RMIS solution for each client. The key words are flexibility and objectivity.

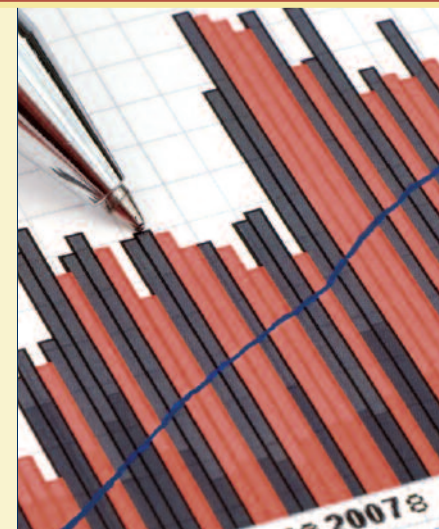
We work directly with all of the major carrier and TPA systems as well as the recognized independent master RMIS providers. This approach assures that our consultative service remains objective, especially when independent master RMIS products are being considered, and this in turn assures that our clients receive an unbiased analysis of offerings and appropriate recommendations.

We also offer comprehensive ongoing RMIS support. We directly access every major RMIS product to help ensure client insurance information needs are met. Typically, we extract a client's claims data from their RMIS system and convert it into a more usable form, such as Excel Pivot Tables, and deliver the results via email. This provides our clients the reports they need without their having to learn the intricacies of a RMIS product.

Many clients want their own direct online access to their claims data and we encourage this practice. Direct client access is especially important for following up on individual claims since the most current data is only available from the claims handler's RMIS product. However, some clients prefer Willis to provide most of their claims information needs. In all cases, Willis provides support for individual claim inquiries as well as the delivery of specified regular and ad hoc reports to clients to help them better manage their insurance program and risk.

What Can Willis Do for You?

- **In-depth claims analysis support** includes providing electronic reports customized to meet the needs of both client personnel and their Willis Account Team.
- **Accident/loss trending** can be developed from a review of initial data as provided by the carrier/TPA, within the limitations of the raw data. Expanded statistical support is also available, e.g., exposure weighting, point-in-time comparisons, loss triangles, OSHA records, etc.



Contact

To learn more about our RMIS consulting services contact your local Willis office or David Hanson, RMIS Practice Leader, at +1 212 915 8034, or via email at david.hanson@willis.com.

- **Claims data correction** is often used to support safety activities dependent on accident/occurrence counts (not just claims counts) and “accident repeater” identification (especially for Auto Liability).
- **Claims data enhancement** takes the raw data provided by the carrier/TPA and enhances it with derived data fields to better identify loss trends and to support risk control activities.
- **RMIS product comparison** involves marketing activities either for new carrier and/or TPA services or when a master RMIS is being considered or being replaced.
- **RMIS product utilization** support helps you take advantage of your RMIS system, including basic claim lookup, report generation and adding additional data such as claims notes, accident descriptors and exposure information maintenance.
- **Loss allocation support** is available for those clients interested in allocating insurance program costs and/or losses back to their operating units/profit centers.
- **Master RMIS vendor selection** and support can involve managing a portion or the entire process of selecting and implementing a new system. We assist in specification and RFP development, feature and pricing comparison, vendor demonstration and selection tasks. Ongoing support often follows as previously described.



Willis Advantages

Our focus is always on delivering value, represented by our Value Gap approach to service. The value gap is the difference between what our clients can do for themselves and what we can do for them.

Our approach remains flexible for each client, assuring the most appropriate, cost efficient service. Willis Claims and Risk Control personnel work closely with our RMIS experts to assure that they and their client counterparts take full advantage of the loss data which is readily available to them.

Willis strives to identify and partner with the highest quality independent RMIS vendors. We work with all of the major vendors and in some cases can secure preferred pricing for clients. Our pure consultative approach puts us in an advantageous position as we assist clients in acquiring – and optimally employing – any system on the market.