The faster one closes a claim the less one pays on the claim – a basic premise agreed upon by most claim professionals. It is true that minor claims close more quickly by their very nature than serious injury claims. Whatever the factors influencing the claim outcome, a correlation clearly exists between the speed a claim is closed and the amount paid, which is the reason that proper and aggressive management of the claim process can facilitate a quicker resolution and thus lower future payments.

This is the reason to consider employing a program that expedites the closure rate of claims. Willis’ Claim Closure Solutions (CCS) is such a product, designed to decrease the number of open claims and reduce your total developed incurred losses.

WHY SHOULD YOU CONSIDER CCS?
- It frees up extremely valuable resources that can be used in other aspects of your business
- It may improve and protect your balance sheet by:
  - Stabilizing or decreasing outstanding liabilities
  - Stabilizing or decreasing future loss development
  - Reducing collateral requirements
  - Confirming the validity of outstanding liabilities

WHEN SHOULD YOU CONSIDER USING CCS?
When you have:
- An overall increase in claim volume
- A large number of claims spanning multiple policy years
- A non-responsive TPA/carrier
- Concerns about TPA/carrier performance
- Legacy claims due to acquisition or switch in TPA/carrier
- Incurred losses are trending upward
- Limited internal resources to manage claims

WHAT DOES THE CCS PROCESS ENTAIL?
- Agreement with client on claim files to be included in the project
- The project files are reviewed and closure strategy developed
- Metrics developed to monitor progress
- Plan for resolution agreed to by the TPA/carrier
- Action plan aggressively managed and monitored for execution and compliance
- Progress communicated to client on pre-determined time schedule
- Typical project duration is 18 to 36 months

Claim Closure Solutions was founded on an accepted fact – the shorter the time period a claim is open the less you will pay. The objective of CCS is to focus highly trained claim professionals on one objective: close your claims quickly, economically, appropriately, and keep you apprised of our progress throughout the process.

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