

DANIELLE TANGORRA

HELPS SET A LEARNING ENVIRONMENT

As manager of Claims Training and Development at Crum & Forster, Danielle was asked to utilize her skill set to help create an environment of learning throughout the claims department. In just over one year in this role, she is deep into completing that assignment by heading up several organization-wide initiatives.



Danielle earned a Bachelor of Science degree in Marketing, with a minor in Philosophy, from Seton Hall University, in South Orange, New Jersey, and her Juris Doctor from Seton Hall University School of Law, in Newark, New Jersey. After years of practicing law in Labor and Employment, she decided she found the insurance aspect very intriguing. Desiring a new adventure, she joined Crum & Forster, handling Professional Liability and Management claims, and was soon promoted to manager.

Anthony R. Slimowicz, Esq., Sr. Vice President and Chief Claims and Risk Engineering Officer, and Eric Tibak, Vice President of Claims Finance and Audit, were both looking for the perfect person to head up the Claims Learning and

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CONSISTENCY

IN EVALUATING WORKERS' COMPENSATION CLAIMS



PURPOSE

The purpose of this workshop is to create greater consistency in the methodology for estimating the settlement value of workers' compensation claims within a company, and if possible, specific to a particular region or venue.

DEVELOPMENT PROCESS

Course designers at International Insurance Institute work with the company's Subject Matter Experts to identify the key factors used within the claims organization to estimate settlement values. Particular attention is paid to the variety of ways those factors are used and inconsistencies are identified. Procedures are compared to industry standards as well as DOI regulations and case law.

Any format created to estimate the value of workers' compensation cases needs to be structured enough to be used throughout the organization, yet flexible enough to incorporate considerations that might vary from region to region, or even branch to branch.

The reference workbook and the scenarios used in this workshop are specific to each company and based on real cases in order to create real-life problem solving exercises.

EXPECTED RESULTS

There can never be a "correct" value placed on any claim. The true value of this course is to develop consistency within the organization and improve the accuracy of the evaluation process. It is a "calibration" of the varying views of the factors being used to evaluate cases. ■