

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.