

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.