

Effective Claims Management - Overview

The management of liability claims is a highly regulated process. Management of complex claims arising from adverse events can drastically drain vital resources and affect future liability costs.

Claim costs can be monitored and reduced through proactive risk, safety and claim prevention and intervention processes.

With increasing penalties for unsafe business practices, implementing an effective safety management system with a strong focus on claims and injury management is essential.

Your organisation needs the most effective solution to achieve the best practice claims management: **claimsmanager**.

From an Independent Research Analyst Report:

*"The **claimsmanager** enables the integrated management of multiple claim types, including personal injury/workers compensation and general public liability claims, across multiple jurisdictions.*

This is of particular interest to organisations that operated national and/or internationally, are self-insured, or seeking self-insurance status.

It can be used as a complete injury management and general claim liability solution to ensure that remedial obligations are followed up, including payments and incident reporting requirements"

Alan Rodger, RMSS Suite, Risk Management and Safety Systems Pty Ltd (RMSS), Butler Group Technology Audit, 2009



Our Claims Management Solution

The **claimsmanager** is a complete claims management tool streamlining an enterprise wide safety process, including both injury and risk management.

The **claimsmanager** links an organisation's claims management to a risk, event and compliance-based approach, reducing potential consequences associated with managing work related claims and incidents (including lost time durations and overall organisational costs).

The **claimsmanager** has the capability to manage disparate claim types, including workers compensation, insurance and general liability claims, and is the ultimate tool for organisations whether they operate in one or multiple schemes or jurisdictions.

Additionally, the **claimsmanager** facilitates comprehensive reporting and monitoring of an organisation's claims position, forecasts, duration rates and financial impacts.

Key Benefits:

- ✓ Reduces re-insurance costs and license fees
- ✓ Reduces claims costs and outstanding liabilities
- ✓ Assists organisation to achieve self-insurance status
- ✓ Reduces insurance premiums for organisations with self-insurance status
- ✓ Ensures effective management of workers compensation claim management
- ✓ Ensures prompt compensation payments, including recurring payments
- ✓ Association between incident reporting and investigation and claim management supports a holistic approach to enterprise wide organisations.

For More Information

To find out more about RMSS' **claimsmanager** module, please contact RMSS:

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The **claimsmanager** is a powerful web-based solution to manage all aspects of workers' compensation claims management.

The **claimsmanager** meets the following business requirements:

- Creates and manages claims cases
- Supports multiple jurisdictional scheme requirements
- Ability to track and control claims progression from registration through to closure
- Records compensation payments, including recurring payments
- Provides fully integrated document management
- Reduces claims costs and outstanding liabilities through workflow capabilities
- Manages litigation cases
- Provides liability and review capabilities
- Configured with mandated National Data Set fields and codes
- Automated user-defined reminders and escalation rules
- Powerful and flexible reporting capabilities including payment and claims forecasts
- Data submission reporting to appropriate regulators.

Registration Process: the **claimsmanager** captures basic information; claimant/injured worker details; accident/incident details; employment details; initial medical certificate details.

Reporting: the **claimsmanager** has comprehensive claims reporting capabilities including:

- Claims Charts/Graphs
- Payment forecasting
- Registers

Self-Insurance Status

Self-insured employers must comply with strict legislative and regulatory provision in their respective jurisdictions.

As there are numerous workers compensation systems, each with their own independent laws, organisations must be able to rely on a central claims management system.

It is also important for self-insurers (and similar organisations) to employ an effective risk and safety management profile including:

- Risk and safety management procedures
- Identification and analysis
- Risk control strategies
- Effective review and monitoring or risks
- Identification of growth opportunities and development

Regular internal assessments, self-audits and reviews are essential to monitor ongoing performance against legislative requirements.

RMSS' integrated software modules **riskmanager**, **compliancemanager**, **eventmanager** and **claimsmanager** facilitate an integrated approach to compliance with regulatory and legal obligations.

