

DISPUTES

Obstacles or Opportunities

1

BASIC CLASSIFICATION

- Can some one tell me the “Manual” definition of a Basic Classification?

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Dispute

- For the purposes of this program the definition of a dispute will encompass anything that impedes the normal premium collection process from the time the policy is issued until the premium generated by a policy is in the hands of the finance or accounting department.

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DISPUTES

- Impact
- Causes
- Work Flow Process
- Responding
- What's Next
- F.I.R.M

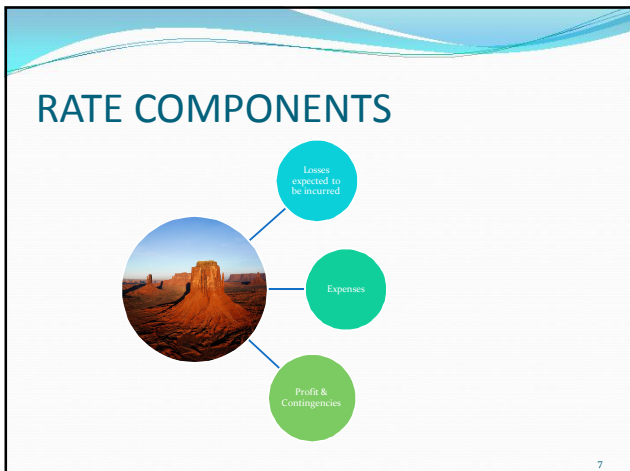
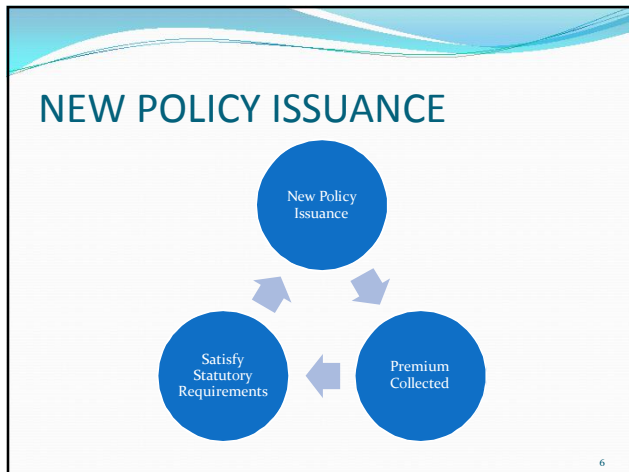
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IMPACT

- Financial-

Carrier	WC Premiums	Dispute %	Loss of Premium
Accident Fund	\$35,543,020	10%	\$3,554,302
Bridgefield Casualty	\$33,017,999	10%	\$3,301,799
Liberty Insurance	\$28,821,930	10%	\$2,882,193
		TOTAL	\$9,738,294

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- ## IMPACT
- Collection Cost
 - Cost associated with attorney fees
 - Damaged Relationship
 - Internal Staff Cost
 - External Cost
 - Internal Cost
 - Retention
 - DOI/NCCL...
 - Agents
 - Staff
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CAUSES

- Economic Environment
- Poor Communication
- Lack of understanding
- Errors

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Work Flow Process

- “Garbage in, Garbage Out”
- Screen, Screen, Screen
- Next step handler
- Properly Identify
- Communicate
- Watch the clock
- Complete the process
- Responsibility

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Responding

- You can walk on lava “after” it has cooled off
- Identify the issues.
- If not you, than WHO?
- Customer Service can strengthen or destroy a company.

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Responding

- Spending time on the front end can prevent extra time on the back end.
- If not you, than WHO?
- Become familiar with other participants process.

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The Written Response

- Is the person/department best suited responding?
- Establish, and follow a standard format.
- Clearly identify the issue(s)
- Respond to each issue
- Do not justify prior mishandling.

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The Written Response

- Know your company's position.
- Are you "sure" about what you are writing?
- There is nothing wrong with getting input from others.
- What actions will be taken? Why?
- Correspond in the "language" of the recipient.

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The Written Response

- Make sure your response conforms to applicable rules/statutes etc.
- Watch out for improper references or quotes.
- If allowed, add a human touch.
- Have you responded to all of the issues raised?

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What's Next?

- Did the process work?
- Why or Why Not
- Identify areas for improvement
- What caused the dispute?
- Could it have been prevented?
- How long did the process take?

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What's Next?

- Where are the training opportunities?
- Who will take the lead?
- How will changes be implemented?
- Are the proper stakeholders involved?
- Develop quantifiable markers.
- Compile a report which identifies the benefits to upper management.

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F.I.R.M.A

- Finalize the plan
- Implement
- Review
- Monitor
- Adjust

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Conclusion

- When something slows down any process there are ripple affects which initially are identified as obstacles to a goal.
- Identifying the problem, when approached using the techniques discussed, will often times present "opportunities" to improve the process.

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Conclusion

- Businesses which understand the need to constantly evolve and improve remain viable entities, those that don't look for opportunities in obstacles that arise during the normal course of business, soon become "non entities".

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Conclusion

- Are disputes obstacles or opportunities?
- Thank you for your attendance...