

USE CASE | EXCESS & SURPLUS LINES CARRIER

CLAIMS HANDLING

CLAIMS SOLUTION ACCELERATES RIDE-SHARE PROGRAM FOR E&S CARRIER

CHALLENGE

The client was rolling out a large ride-share account and was struggling to handle a spike in commercial automobile claims. Inability to keep pace with the unexpectedly high volume of claims led to processing errors, reduced employee morale, and threatened the carrier's reputation with customers.

SOLUTION

ReSource Pro's Insurance Experience Center (IX Center) provided the client with a flexible and scalable solution that delivered immediate additional servicing capacity. Our experienced team relieved the client of claims setup, quality assurance, and claims auditing challenges. ReSource Pro instituted a "pay-as-you-use" model to manage costs amid volume fluctuations. We also developed and implemented best practices to deliver further operational efficiencies.

IMPACT AND RESULTS

Working with ReSource Pro enabled the client to nearly eliminate claims processing errors and reduce processing time by 40 hours per month with the help of automation. Our team freed up the client's operational capacity to optimize its loss reserves, redeploy staff, manage service-level agreements, and preserve its workplace culture and reputation.

CUSTOMER PROFILE

An excess and surplus lines insurance carrier

LOCATION

East Coast

BUSINESS NEED

Carrier struggled with spike in claims volume as it rolled on a large ride share account

SOLUTION

Claims Setup, Quality Assurance, and Auditing processes

BENEFITS TO THE CLIENT

Decreased the claims processing time by 40 hours per month or 4% with the help of automation, and within 60 days, reduced claims processing error rate by 100x.

ABOUT RESOURCE PRO

ReSource Pro is an insurance-focused business solutions company that integrates people, process, technology, and data analytics. Over 1,000 carriers, brokers, and MGAs rely on ReSource Pro to execute strategies that improve profitability, accelerate growth, deliver improved claim outcomes, and enhance client and employee experience.

FOR MORE INFORMATION

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